

January 13, 2021

Dear Argent Court Family Members,

I hope everyone's 2021 is off to a healthy start. I want to update you on our latest efforts to continue to ensure the safety of our Residents and Staff.

I want you to know that our team continues to work diligently to provide the very best care and service for our Residents that we can under the challenging circumstances that have taken hold of our country over the past year. I am so proud of our Staff who exemplify Argent's values every hour of every day. They show determination, compassion, and courage as they come to work, and I've seen this firsthand as I work right alongside them. While much great work has already been done, there is still more work to do. I assure you that though there is always room for improvement, we are always trying our best.

With that said, the time has now come for our Residents and their families to decide whether or not they would like to receive the Covid-19 vaccine that has now become available. This decision should be made with each Residents' physician, and in the event the vaccine is to be administered – all physicians will be asked to administer the vaccine at Argent's facilities. This will ensure the correct consent forms are signed, and that the Resident is monitored afterward in the appropriate way. With the physician providing this service, it will also ensure the Resident receives the next dose timely. Our staff will help monitor and report any side effects to the physician so that they can be reported directly to the appropriate entity. We are working with our Residents' and families to coordinate with their physicians. We have had Residents that have already received the vaccine, and we are monitoring them closely.

While we have a great plan in place, we ask for your patience with us as things can change abruptly from week to week. Our team is dedicated to its ongoing effort to keep the Residents as healthy as possible, and we are committed to regularly communicating what we learn as their individual situations evolve. At the same time, we all must be kind and understanding of each other and the varying levels of thought surrounding the vaccine. We cannot say that the vaccine is the perfect solution for everyone; that is why we are giving everyone the option to choose what's best for them after consulting with their physician. I want to stress that even after our Residents begin to get vaccinated, everyone in the facility will continue following all the current CDC guidelines to protect themselves and others, including wearing a mask, staying at least 6 feet away from others, following facility guidance on visitation and infection control, and cleaning hands often. We will remain diligent with all safety practices.

We understand and are sympathetic to the fact that lines of communication between Residents and their families have been disrupted with the restricted visitations in place. This disruption

has also put greater demands on our Staff by them having to call physicians and families individually. Nonetheless, it is important that our Residents feel that they are able to talk to their families, physicians and anyone else they wish to speak to prior to making the decision on whether to take the vaccine, and we will do everything in our power to make that happen so our Residents can make an informed decision that is best for them.

Please rest assured that we intend for everyone to receive the vaccine who wants it. We strongly encourage everyone to learn as much as they can about the vaccines available to have the information needed to decide what's best for them. We have been very clear in our messaging to Staff, and our Residents that the vaccine is optional, and we will respect everyone's individual choice.

Let's continue to navigate this virus together and do our best to keep everyone healthy, safe, and happy. Please do not hesitate to reach out if you have any further questions or concerns.

Sincerely,



Shasta Adams
Vice President of Operations