

## LOS GATOS MEADOWS FREQUENTLY ASKED QUESTIONS

### **Q1) Why is Los Gatos Meadow beginning the closure process?**

A1) We care for each and every one of our residents and our employees. After undertaking a rigorous facilities assessment, we have concluded that continuing our operations in their present form presents too great a risk to our residents. Accordingly, we must immediately begin the process for closing Los Gatos Meadows. We know this decision will have significant impacts on our residents, their families, our employees and our community. We will do everything in our power to ensure the transition is thoughtful and smooth for everyone.

### **Q2) When will the closure process begin?**

A2) We are starting the process immediately. While the date is not yet final, we have tentatively proposed the closure to take place on September 30, 2019. California law requires a minimum 120-day notice for the closure of any senior living property. Covia plans to extend that timeframe significantly to give us additional time to assist residents in securing new accommodations. We will keep residents apprised as we solidify our timeline for closure.

### **Q3) What are you going to do to help residents find an alternative place to live?**

A3) Covia will be working with each resident and family on an individual basis to develop a transition plan tailored to the resident's needs, including finding an alternative residence within another Covia community or a community that can provide residents with comparable services and care.

### **Q4) What about residents' costs involved with the move?**

A4) Covia is working to address the financial impact to residents caused by the move. For example, based on an individual plan for a resident with a Life Care agreement, we will pay any new entrance fee required, the difference in the monthly fees between their current and future residence, as well as covering relocation costs. For other residents on monthly agreements, for example, we will reimburse them for their community fee as well as offer them \$2,500 toward relocation costs.

### **Q5) Why was a facility assessment performed in the first place?**

A5) As part of a potential redevelopment process, we have become more familiar with current building and fire codes. With continued wear and tear on Los Gatos Meadows' aging infrastructure, we became increasingly concerned that there may be unidentified health and safety risks at the community. We made the decision to determine proactively what improvements would be required to ensure that all of our residents are safe and continue to receive the excellent services they have come to expect from us. In 2018, Covia retained a third-party firm to assess the current status of Los Gatos Meadows' facilities and to advise on what would be required to keep our buildings safe and operational for our residents.

### **Q6) What did the facility assessment uncover?**

A6) Of the numerous categories reviewed during the assessment, more than a quarter were found to pose a significant risk, including some that materially impact the operations of the community,

and even more that pose a high risk of injury to residents. Those of most concern involve fire safety, and particularly the elevated risk of fire starting within existing structures, accompanied by compromised accessibility for fire response services.

**Q7) Did you know about these issues and risks beforehand?**

A7) During the potential redevelopment process we became more familiar with current building and safety codes and became acutely aware that our Los Gatos Meadows community was falling short. This discovery triggered us to conduct the independent assessment. While some of these risk factors have been known and are an expected part of aging infrastructure and evolving building codes, the accumulation of all of the risk factors combined was brought to our attention by the independent assessment and made us aware of how vulnerable these issues leave Los Gatos Meadows.

**Q8) Why can't you just address these issues individually while keeping the community open?**

A8) While the risks uncovered by the assessment are not necessarily imminent, they are so significant in their entirety that they must be addressed through a global plan rather than addressing each one individually. As a result, we have decided that closing the community is the way to ensure these issues and risks do not cause harm to our residents.

**Q9) How did you let the building condition get to the point that it has to close?**

A9) Los Gatos Meadows was built in 1971 and any building of that age has the inevitable issues caused by aging infrastructure. Covia has put significant capital investments into addressing the issues we are aware of. New issues continue to be uncovered, including the significant concerns outlined during the recent assessment.

**Q10) Is Covia's decision to close Los Gatos Meadows driven by financial gains?**

A10) No. This closure is about the health and safety of our residents. We have put significant capital investments into trying to improve the facility's aging infrastructure and to address other concerns, with little to no progress in making the community safer. In light of the newly uncovered risks of the independent assessment, closure is an appropriate response to keep our residents out of harm's way.

**Q11) How does this closure relate to the redevelopment plan currently taking place?**

A11) The redevelopment evaluation and planning efforts are separate and independent of the closure process for Los Gatos Meadows. The potential redevelopment plan is continuing to move forward and we still plan to submit a formal application to the Town of Los Gatos by the end of 2019.

**Q12) Where do I go if I have more questions?**

A12) To learn more, please visit <https://covia.org/lgmannouncement/> or email [LGMinfo@covia.org](mailto:LGMinfo@covia.org) or contact Christopher Ichien, Los Gatos Meadows Executive Director, at 408-354-0291.