



COVID-19 Update

March 5, 2021

As we mentioned in our last update, today is Employee Appreciation Day. Last year, some of us were able to come to the communities to deliver donuts as a token of our appreciation. This year, there are not enough donuts in the world to show our appreciation for everything our employees have done this year.

There is simply no way we would have been able to provide the level of safety and care for our residents and program participants we did this year without the heroic efforts of our employees.

Our community employees and Resident Service Coordinators have had to adjust everything they normally do, and have done so with grace. They have been screened every day when they arrived at work, and often after their much-deserved breaks. They have regularly submitted to nasal swab testing, some of them twice a week. They have worn masks, gloves, and other personal protective equipment just to go about their daily jobs. They have delivered meals to residents all over our large campuses and buildings. They have kept up community morale by offering programs by Zoom and by phone while they have been unable to enjoy the camaraderie that comes from gathering in the break room to eat meals together. And they have risked infection themselves as they took care of residents to the best of their ability. And their best has been awesome.

At Support Services, our employees have continued to fulfill all their obligations without interruption, even when forced to work for months at what we expected would be their temporary remote offices. They have done audits, processed invoices, hired and on-boarded new employees, enrolled people for benefits, provided IT support (a lot of IT support!), created marketing materials, and supported meetings at all levels.

And our Community Services team has continued to provide support, connection, and creative engagement for people throughout the country, never missing a beat. They have brought community to people during a time of incredible isolation and found homes and connections where none existed before.

All we can do is say thank you. Although this message doesn't come with a donut, we hope you know how much we appreciate you and how glad we are to be part of the Covia team, working with you.