



May 6, 2020

Dear Still Hopes Family,

Once again, the pandemic causes me to put pen to paper. You certainly know by now that nearly everything is changing, and on a nearly constant basis. First we are told one thing and then another. We listen to so very many “bosses” who have *some* authority to tell us what to do and how to do it. We also are “told” what to do by those who do not have *any* authority, but who want to direct our business anyway. We can see various kinds of businesses being impacted in varying ways, some positively, others negatively. As an example, I read today that hospitals across our country, if you exclude New York and San Francisco, are losing \$1.44 billion of net revenue each day during the pandemic. That’s right, I said BILLION and I said EACH DAY. The article went on to say that hospitals would need to run at 110% of their total bed capacity, every day, for 4 months to make up the losses they have suffered thus far.

Here at Still Hopes we continue to have **no** confirmed case of COVID-19 on our campus, not from a resident, or from a staff member. This week DHEC announced that they will be testing, at their expense, all the residents and staff members in every skilled nursing home in South Carolina over the next few weeks. Their plan is still having the bugs worked out of it, so we do not have any specifics to share at this point, other than the testing seems eminent for two areas of our campus. The first of these areas is the Sanders Rehabilitation Suites. The second of these areas are the Jane Bruce Guignard Healthcare Neighborhoods (Saluda, Congaree and Broad). We await DHEC’s instructions and will follow them, as soon as they determine what, where, when, who, and how.

Our food supplier today has confirmed to us that they are beginning to have some real problems purchasing certain food products, and that this condition will continue for the next 6 to 8 weeks. Andy and his team have been working, in advance of this information, to gather extra food stuffs for our community, and we will certainly not run out of food. Still, there may well be a particular item you would like to see, that “disappears” for a time. At this point we have been told to expect to see significant shortages in “egg products,” and “all pork and beef products.” Andy is working with our vendor’s District Manager to secure a list of proteins and other items that they have a plentiful stock of. Further, she has assured him we are on their customer list as a “healthcare facility” and thereby get top priority for deliveries. I tell you this so you can be prepared for the possibility of substitutions for some of your standard menu items. We will certainly be able to secure food for our needs, and there is no reason to worry about a lack of food. There is, of course, a distinct probability that you won’t see some favorite, or another, for a few weeks.

As promised, Still Hopes will react to the relaxing of social distancing and re-opening of venues in South Carolina at a slower rate than the general public is likely to do. To that end, there are no scheduled changes in our current protocols and procedures to share with you at this time. Once

we see DHEC complete their skilled nursing testing, we will be making further evaluations. Our pledge remains ever strong to keep you, and our whole family, as safe as we possibly can from the COVID-19 virus.

Also, it is not lost on me that this memo comes to you right before Mother's Day. While I know this makes social distancing especially difficult, please stay strong and adhere to the social distancing guidelines we have put in place based on information disseminated by the CDC. Again, this includes not allowing visitors into our buildings and deliveries should be left at the McDowell entrance. We can't allow one holiday, however special it may be, to undo all of the hard work we have put in thus far. So please visit with your loved ones safely. Technology is a wonderful thing to assist here with tools like FaceTime. We will also have extra staff members on campus this weekend to assist with the expected influx of flower deliveries and things of that nature.

Thanks for all your patience and for your diligence to continue to live safely with your neighbors and our staff held, physically at a safe distance, and spiritually and emotionally close up. You all are the best!

Sincerely,

Danny Sanford, Still Hopes CEO