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August 7, 2020

Dear residents, family members and team members,

It has been more than five months since the COVID-19 pandemic first arrived in Florida. We know that it has changed the way we enjoy our daily lives and many of us feel a sense of separation. Yet, we also know that social distancing has been the most appropriate action we could take to keep our communities safe.

Within our Westminster communities, we have always acted with safety first, and have been able to quickly adapt to this ever-changing and challenging environment. Our success has resulted from the work of our incredible team members, your support for each other, and your understanding of the difficult decisions we have had to implement along the way for everyone's wellbeing. We are grateful to our Resident Council chairs and their collective wisdom and experience to help guide us along the way.

In Florida we are now beginning to see glimmers of hope, with fewer new cases identified each week. We are also seeing fewer cases among our residents and team members. It is premature to say that we have turned a corner and we are likely to see some difficult days ahead, but we see hope for a brighter tomorrow.

We want you to know that Westminster Communities remains a strong and secure organization with stable occupancy levels that are higher than national and state averages at this time. Our strong financial foundation and commitment to good stewardship as well as our operational management of the crisis will ensure that we can weather this storm together.

As challenging as this pandemic is, we have seen the best in people. Our team members, residents and family members have demonstrated incredible support and generosity toward each other. In addition to numerous acts of kindness and service, they have made contributions to the Foundation's Mercy Fund to support team members who are affected by COVID-19. At every community we have also received countless letters of appreciation to recognize our incredible team members.

Our organization, our country and the world will succeed in the fight against this virus. That success will belong to every one of us. We urge you to continue to practice social distancing and wear a mask whenever you leave your home. Let us take comfort that, while we may have more still to endure, better days are ahead of us.

Please join us in asking for God's continued blessing on Westminster.

Sincerely,

Terry Rogers
Chief Executive Officer

Garry Hennis
Chief Operating Officer

Hank Keith
Chief Financial Officer

Mary Klein
Chief HR Officer