

September 30, 2022

Dear residents, families, staff, and friends,

We write to you in hopes that you and your loved ones are safe and well following the devastation of Hurricane Ian over the past several days. Our staff heroically stepped up to safely evacuate all of our residents in very short order — the same day the evacuation order was issued. Now that the hurricane has passed, we have updates to share below. We appreciate your ongoing patience, support, and understanding.

Hurricane Ian caused interior flooding and other damage at Barrington Terrace of Fort Myers that will require extensive repairs. As a result, we must temporarily close the community until the work is completed.

While we don't yet know the full scope of work and the full timeline, the community's ownership group has engaged with a highly reputable remediation company, Service Master Recovery Management, and their initial estimates are that the community will remain closed for at least several months.

The remediation company is already working in the community to prepare it for the repair work. If you wish to pick up any of your belongings from your apartment, please do so by 6 p.m. on Monday, October 3. A Barrington Terrace representative will be in the community 8 a.m. to 6 p.m. October 1-3 to escort you to your or your loved one's apartment. The building will be closed after 6 p.m. on Monday, October 3.

For any personal belongings remaining in the community after 6 p.m. on Monday, October 3, the remediation company will take a detailed inventory of items in every apartment. Items that are severely damaged will be discarded, and items that are able to be salvaged will be placed into secure storage. We will share details at a later date about how you can access these stored items and the availability of the inventory report.

This is a quickly moving situation, and we don't yet know all of the details. However, our focus will remain on assisting our residents and staff in the coming days:

- **For residents**, we want to help you and your families with finding another assisted living community while we are closed for construction.
 - Residents who evacuated to Barrington Terrace of Naples can remain there while we are closed, and we will assume this is your plan unless we hear otherwise from you.
 - Residents who evacuated to Mirabelle in Miami will no longer be able to stay there after Wednesday, October 5.

- We have worked to create a list of other communities that have availability and other resources to help you with choosing another assisted living community. (See attached resource list.)
- We have provided your contact information to Discovery Senior Living. Someone from Discovery will be reaching out to you within the next 72 hours.
- Our team will reach out to you by Tuesday to find out your plans. If you know your plans before that, please let us know by calling 239-334-2500.
- We will cover your moving expenses, up to \$2,000, provided they are documented and verifiable. We will share details about how to submit these expenses to us at a later date.
- Again, for any personal belongings remaining in the community after 6 p.m. on Monday, October 3, the remediation company will take a detailed inventory of items in every apartment. Items that are severely damaged will be discarded, and items that are able to be salvaged will be placed into secure storage. We will share details at a later date about how you can access these stored items and the availability of the inventory report.
- **For staff**, you will keep your employment status with us through at least January 2023.
 - We will continue to assign work appropriate to your role and will expect you to work as scheduled. Schedules will continue to be assigned while the building is closed, which may include working at Barrington Terrace of Naples.
 - We will pay all full time and part time employees through the end of January 2023, unless we reopen sooner.
 - Effective Monday, October 10, each person's weekly pay rate will be equal to the average of what they have earned from regular hours worked during the past three weeks. Existing benefits and deductions will continue during this time.

As we said before, this continues to be a quickly moving situation, and we thank you ahead of time for your understanding as we work together to get everyone safely out of their temporary evacuation location and into a more suitable long term living arrangement. We will continue to be in touch in the coming days as we have more information to share. For now, we ask that residents and families begin making your moving plans.

Sincerely,

David Saunders, Executive Director

Paul Kelley, Vice President of Operations

Frequently Asked Questions

RESIDENTS

1. How bad was the damage?

The initial reports from the remediation company are still coming in. However, we know the damage is due to flooding throughout the building.

2. Is there damage in every apartment? Are my belongings damaged?

We do not yet know if the damage affected every apartment. Once we have the inventory report from the remediation company, we will share it with you.

3. When will I be able to get access to my belongings after 6 p.m. on Monday, October 3?

We will share the process for accessing your belongings once we know what it is.

4. What moving expenses will you pay? How do I get reimbursed?

We will reimburse moving expenses up to \$2,000. We will share a process for submitting your expenses at a later date.

5. If I have already paid my October rent, will it be refunded?

Yes, we will work to process refunds in October.

6. Will my lease be terminated?

Yes, however, we hope you will choose to move back to Barrington Terrace when we reopen. If you do, we will honor your existing base rent as of September 30, 2022.

STAFF

1. How will my pay be determined?

Effective Monday, October 10, each person's weekly pay rate will be equal to the average of what they have earned from regular hours worked during the past three weeks. Existing benefits and deductions will continue during this time.

2. Can I come back to work at Barrington Terrace when it reopens?

As we get closer to reopening, we will share details with you about the process for returning to Barrington Terrace.

Community & Moving Resources

AVAILABLE COMMUNITIES

The following communities have immediate availability for new residents.

Communities in Fort Myers

Discovery Commons Cypress Point

6870 Alister Way, Fort Myers, FL 33912

<https://www.discoverycommons.com/discovery-commons-cypress-point/>

Discovery Commons South Biscayne

6235 Hoffman St., North Port, FL 34287

<https://www.discoverycommons.com/discovery-commons-south-biscayne/>

Discovery Village at the Forum

2619 Forum Blvd., Fort Myers, FL 33905

<https://www.discoveryvillages.com/discovery-village-at-the-forum/>

Community in Naples

Discovery Village at Naples

8417 Sierra Meadows Blvd., Naples, FL 34113

<https://www.discoveryvillages.com/discovery-village-at-naples/>

Community in Pompano Beach

The Preserve at Palm-Aire

(this is a Barrington Terrace sister community)

3701 W. McNab Road, Pompano Beach, FL 33069

<http://www.PreserveatPalmAire.com>

954-970-2600

OTHER RESOURCES

For assistance with transportation from Miami to another location (if not using Discovery's provided transportation):

A Medical Transportation

Eileen

786-717-3755

For other assisted living community options:

Assisted Living Locators

Chrissy Moser

908-507-8685

Moving company:

Flexible Movers

239-266-5374

movers@gmail.com