



COMMUNITY VISIT GUIDE

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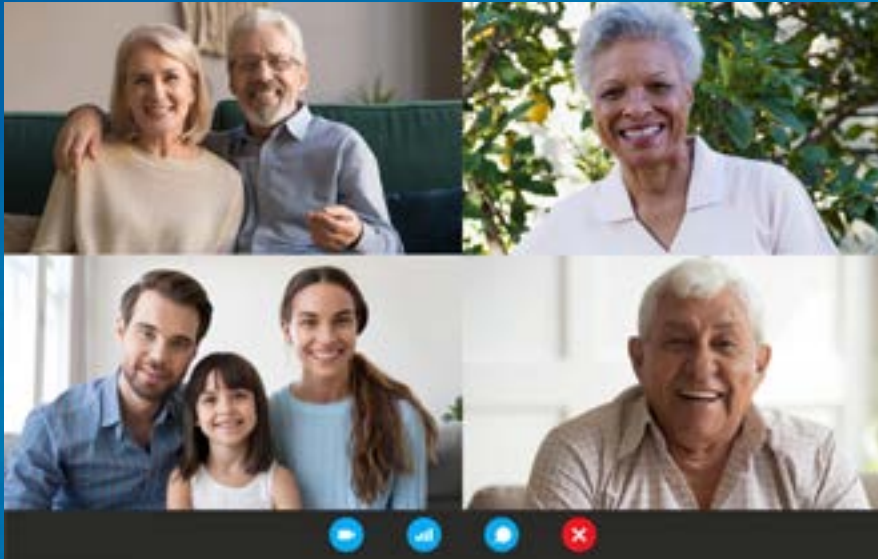
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A Guide on How to Tour a Community



As we enter the second half of a year dominated by the novel Coronavirus (SARS-CoV-2) and the disease caused by the virus (COVID-19), many Americans are eager to return to business as usual. Brookdale is beginning to move into a new phase of life.

We're looking forward to opening our communities for visits by prospective residents and their families. We understand that you want the most authentic and detailed view of life in a Brookdale community when you're making decisions about senior living for yourself or your loved ones.

Currently, Brookdale is working to lift restrictions on certain areas of our communities to visitors and resume activities in a limited capacity, under the guidance of the Centers for Disease Control and Prevention (CDC), Centers for Medicare and Medicaid Services (CMS), local and state health and state licensing agencies, as applicable.



Our Commitment to You

Though we're eager to resume operations as fully as possible, our approach is out of an abundance of caution to help protect everyone who spends time in a Brookdale community, including residents, associates and visitors.

While the cities and counties surrounding Brookdale communities may be relaxing restrictions at a faster pace, we've established our own criteria*.

- ① SOCIAL DISTANCE CUSTOMERS
- ② DISINFECT SURFACES
- ③ FREQUENT HAND WASHING
- ④ HAND SANITIZER AVAILABLE
- ⑤ STAFF FEELING UNWELL STAY HOME
- ⑥ MASKS AND GLOVES

*Subject to local regulatory guidelines

SAFETY MEASURES

When you visit a Brookdale community, we want you to feel safe and cared for. Here are just a few of the enhanced measures we're taking in our communities to help protect our residents, associates and visitors.

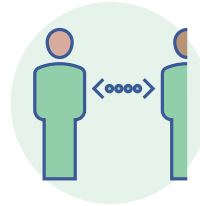


Masks:

All associates are required to wear surgical masks in the community, and it is strongly recommended they wear cloth masks during activities outside of work.



Residents are encouraged to wear face coverings during activities and whenever possible. As a visitor, you'll be required to wear a face covering, and we can provide one if necessary.



Social distancing:

A six-foot social distance will be maintained during tours and other activities.



Cleaning:

There are hand-sanitizing stations throughout areas. Shared items, such as iPads® and pens, are thoroughly sanitized between uses.

A person in a suit is pointing at a tablet held by another person. The tablet displays a detailed floor plan of a building. The entire image has a blue tint.

Everything you need to know about virtual and in-person visits

There are three ways to get a better look at a community before you move in. Each one is tailored to you, so you can experience how life would be in your new home.

The first step with any visit type is to contact the community and schedule a visit.

1. Virtual Visits
2. Outdoor Introductory Visits
3. Indoor Discovery Meeting

1. VIRTUAL VISITS AND TOURS

You might be familiar with video-conferencing technology by now, but if not, that's okay, because we're here to help you every step of the way. With virtual visits you'll experience your new home from the comfort of your current home.



Live Video Chat Visits

This type of visit is conducted live; you'll be talking to a Brookdale associate over video chat and be able to ask questions in real-time.

You'll also be able to use the video app you're most comfortable with using (e.g. Zoom®, FaceTime®, Google Duo™, etc). And if you've never used video chat apps, we'll take you through the process step-by-step.

Visit Tip:

Live Video Chat Visits are the best way to experience the community. Schedule yours today!



Community Tour Videos

This type of visit is a pre-recorded tour by a Brookdale associate. The associate will tailor the video to you, show you around the community and then send the video to you in an email or text.

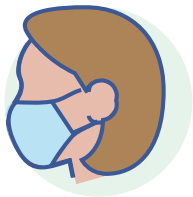
You also have the option to review the video with a Brookdale associate over the phone. This way you can ask any questions about what you're seeing in the video and about the community.

In both types of virtual visits, you can see a sample apartment, dining room, common areas, many of the amenities the community has to offer, meet some of the other associates and maybe even meet a few of the current residents (aka your new neighbors).

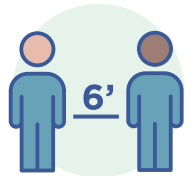
Zoom is a registered trademark of Zoom Video Communications, Inc. FaceTime is a registered trademark of Apple, Inc. Google Duo is a trademark of Google LLC.

2. OUTDOOR INTRODUCTORY VISITS

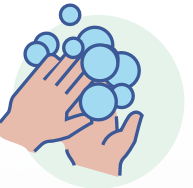
Come and see the community for yourself. You'll meet with Brookdale associates and be able to ask any and all questions in person. There will either be a tent set up in the parking lot with seating, or you'll visit on the porch, depending on the community set-up.



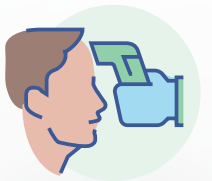
- **Face covering required**
(If you don't have one, one will be provided.)



- **Maintain six (6) feet for social distancing**



- **Hand-sanitizing station will be available**



- **Must pass temperature and health screenings**
at entrance of the community

Visit Tip:

Check out the community's social media page. This will help you come up with specific questions to ask associates and residents about the day-to-day happenings at your new home.

3. INDOOR DISCOVERY MEETING

Get a feel for your new home by coming into our community. You'll be invited to a discovery room within one of our communities to ask questions and connect with Brookdale associates. Discovery rooms will be cleaned between each meeting.

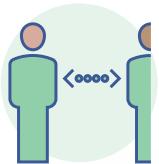
After an Indoor Discovery Meeting, you may be able to preview an available or model apartment. Previewed apartments will be cleaned between each appointment.



- **Face covering required**
(If you don't have one, one will be provided.)



- **Hand-sanitizing station will be available; use hand sanitizer when entering and exiting the community**



- **Maintain six (6) feet for social distancing**



- **Must pass temperature and health screenings at entrance of the community**

Visit Tip:

Take photos while you're on the visit, so you can reference them later.

Note: Some restrictions may apply. Participation may vary due to directions from state or local health officials.

MAKING THE MOST OF YOUR VISIT

Questions to ask before a virtual visit:

- Is the visit live or pre-recorded?
- Who will I be speaking with during the visit?
- Will I see my apartment or a model apartment?
- May I speak with additional staff during the visit (e.g. Health and Wellness, Dining, Housekeeping, etc.)
- Will I be able to speak with a current resident?

Questions to ask during a visit:

- What measures do you have in place related to infection control?
- Are you testing residents and associates?
- How will I be able to visit with my family members while limiting in-person visits?
- Will I be required to remain in my apartment after moving in?
- How can I safely socialize with other residents?

Additional Tips:

- Ask the Brookdale associate if the community has a resident ambassador that you can speak with.
- Let the Brookdale associate know in advance if there are specific community areas that you'd like to see during your virtual visit.
- Arrange with the Brookdale associate to speak with the Executive Director, Health and Wellness Director, or any other additional staff in advance of your virtual visit.
- If you participate in a virtual visit, ask about outdoor introductory opportunities for a follow-up visit.



▶ **Call (844) 247-4926 to discuss options to visit and experience our communities.**

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