

What in the World is Going On?

Alan Hale, Executive Director

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Bad news first:

- New admissions to all levels of care are trickling down to a slow flow, for various reasons: Not a good time to sell a home, not a good time to move to congregate housing (Assisted Living), as examples.
- We are testing all new admissions for COVID-19, which is something of a discouragement to admission.
- As admissions slow, so does our bread and butter income. So we are not able to produce operating incomes at budgeted levels, causing, at present, relatively minor operating losses.
- Assisted Living and Nursing Home residents are hunkered down, no visitors, meals served in the rooms, no activity gatherings, everyone in a mask and being screened once and sometimes twice a day for temperatures.
- Many residents and staff are concerned about their safety, understandably.

But, there is encouraging news, all around us:

- Independent Living is STILL 94.3% occupied, of our budgeted 290 homes.
- Residents and Staff are showing a tough resilience to the challenges. A tough group they are.
- All staff are managing our operating expenses efficiently, under the circumstances. Those not busy have found areas that need their help.
- Staffing adequacy is surprisingly good. We have had enough employees to get the job done and the outlook for employee adequacy is good.
- Pre-sales in Village South are greatly reduced, but we are trying to still get our new Community Building underway, looking for a go decision this week.
- We have delayed our I L Open House until a Fall date to be determined, so we will stay active in the market.
- Our CFO Tina Ballard has applied for and received, deposited in the Bank, almost \$3,000,000 of financial assistance from our Federal Government's CARES/PPP program. It will all be needed before we return to normal.
- We are moving forward with a beautiful plan to completely overhaul the Mabee Courtyard. And new flooring in the Atrium area.

- We have on several fronts developed new ways to serve and/or support resident needs and attention with special ice cream deliveries, assistance with “visits through the glass” where families can see their loved one safely while talking to them on the phone, Facetime, Bingo in the halls with everyone safely spaced, etc.
- Our Garden Committee has been amazing as they planted 60 tomato plants, 10 squash, 10 zucchini, a bunch of okra and radish seeds, various pepper plants and our 2,000 onions are thinning out from frequent visits from our good customers that enjoy our price, free.
- There are no confirmed cases of COVID-19 on our campus today!

So that about sizes it up. I am proud of our team and residents for their survival skills, and thankful it hasn't been worse. We are blessed indeed. Please let us know if there is something we could do for you in these unprecedented times. This, too, shall pass. I hope you all are safe and happy!

Report from Jay Hobbs, COO

The HGM Boilers have been installed but are not running until we have the Temporary Permit to Operate issued by the Texas Department of Licensure and Regulation. The Temporary Permit is good for 30 days during which time the TDLR will come and physically inspect these new boilers. We will notify all HGM and Vogel residents and families regarding the progress. HGM and Vogel Center are currently running on the mobile boiler unit, located outside the building, until the Temporary Permit is received.



Last year's hailstorm was on April 23, 2019.

Repair on the roofs on Manor Park's commercial buildings will begin next week on May 5th.

Regarding the residential roofs, the pre-bid session is going to be held this week, April 29th at which time four roofing companies will be submitting their bids. We are told from ARMKO, our contracted Architectural and Engineering firm, that this process will be prompt and

once the roofing company or companies are selected, we are hoping a quick turnaround to start the roofing of the Independent Living homes. Communication about which homes are being roofed will be provided so that you are aware of when your home's roof is being installed.

We are closer to the elevator project beginning. Initially, the project bid was for a hydraulic elevator. A Board Member recommended looking into an electric elevator. Our Architect, Travis Durham, is finalizing the information with electrical engineers on structural concerns and verifying with Oncor the electrical needs can be met. Once this is complete, we will receive a bid for the electrical to consider before moving forward. We know you are anxious to get these roofs completed. Thank you for your patience during the process.