

An important update on Silverado's Licensing

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SILVERADO LICENSING UPDATE

February 25, 2021

I trust everyone is doing well thus far in 2021. All of our leaders miss seeing you at our communities and look forward to the day when we can return to normal visitation again. The immediate future is filled with hope. COVID positivity rates are dropping throughout California. Our vaccine clinics have all concluded their 2nd vaccinations with the widespread adoption of our associates' and residents' vaccination, placing us clearly in the zone of herd immunity within the walls of our Silverado communities. Thank you for supporting us in this companywide effort to have our residents and associates vaccinated unless there are mitigating factors. Silverado leads the industry in the high acceptance of residents and staff who are being vaccinated.

The purpose of this message is to inform you that in 2019, Silverado communities in California submitted change of ownership applications with California's Community Care Licensing Division due to a change in the legal entity that owns each community. The processing of these applications slowed due to COVID; however, we've seen approvals in the last several weeks resulting in new license numbers being issued.

Unfortunately, what has come from the Department of Social Services is confusing messaging that the community linked to the prior license number has closed. Let me assure you that our communities have not closed! Silverado has continued to operate and manage each of these communities in the same way we always have. This change of ownership does not impact operations at the community level. This

computer-generated message from DSS acknowledges the old community license has been closed. This closure is required before activating the new license number. It's unfortunate their system auto-generates this confusing message.

We look forward to the day when our county health departments will allow unrestricted family visits. This day is coming closer with every vaccine being administered. Until then, we appreciate your patience.

If you have any questions, please do not hesitate to contact us. As you know, we are focused on keeping your loved one as safe as possible while providing our life-enriching Silverado programs that enhance their quality of life every day. Thank you for entrusting us with the care of your loved ones.



Loren B. Shook
President, Chief Executive Officer & Chairman



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