

April 1, 2021

Hey Folks –

The last month has been a whirlwind, with great news internally as residents reached their “full immunity” status, and our operations started to open back up... but mixed news outside our doors; with cases rising and people hitting what is now commonly known as “COVID fatigue.”

As I talk with residents, our leadership teams, and our staff I hear a consistent theme of what I will call “weariness.” The high of the vaccination clinics has worn off, and the long year we have endured has impacted us all. For 13 months, individually and communally, we have reassessed what is and is not important. Values, priorities, and needs have all adjusted; collectively we are tired, and we are trying to get our priorities aligned.

These days, when we are at our best we are grateful for one another, for science, and for having successfully endured the worst of the pandemic. When we are at our worst we are impatient, cranky, and self-absorbed. It turns out we are all humans and we feel all of these things on any given moment on any given day. This “feeling” stuff is interesting for someone like me who still identifies as an accountant, and maybe the array of weariness and conflicting emotion is draining for you too.

So, here is my ask of you; hang in there, and as you heal, give our community and our staff team the time to take a breath and heal too. Give yourself some grace when you are impatient and give some grace to others when they are. Turns out this is the first pandemic any of us have lived through (as adults anyway!). We had a lot to learn going in, and likely we will learn a lot coming out.

Many of us are anxious to get “back to normal,” and that plays out differently for different people. But I will tell you we aren’t going *back* anywhere. We are going forward. The pandemic has impacted all of us, in ways we may not yet understand, and the best thing we can do is to talk to one another, *listen* to one

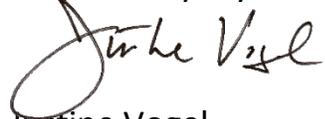
another, trust intention, and respect the concept of community. Nothing is going to happen overnight, and honestly, our team needs a little appreciation for having fought a hell of a fight, and they need to take the time to breathe a bit.

We have all been changed in the past year; residents, families, and a staff team that has spent 13 months thinking and working every day with the weight of their personal challenges, and the challenge of keeping our communities safe and engaged. More change will likely come as we move forward. I don't know for sure what "going forward" to our new normal is, but I do know that we will do better getting there if we go together, with the patience, support, trust and respect of a strong community.

The coming months will still present challenges, as we restock our staff teams, as we normalize operations, as we deal with the financial ramifications of the pandemic – but I have no doubt that we will thrive.

Tomorrow is "Good Friday" and no matter your religious affiliation, lets all try to have one.

Stay healthy my friends,



Justine Vogel

TRWG CEO