

# Resident/Family Member Sale/Transition FAQ's

## General Sale Questions

1. Whom should I direct all of my questions?
  - a. All questions should be directed to the building Administrator who will coordinate with the new ownership transition team and current SRLC Corporate team to get you an answer.
2. What does this sale mean to me?
  - a. As a resident you should see no change from your care team as the new ownership intends to retain all staff.
3. Who is the new ownership?
  - a. Akiva Glatzer and David Gamzeh are the new owners who contract with Priority Care Group to advise and aide on day-to-day administrative matters.
4. Who will answer our questions from the new ownership?
  - a. Asher Leiser
5. Who will retain our medical records?
  - a. The facility
6. What will be the ongoing communication?
  - a. Every two weeks an update to this FAQ will be provided should any new information need to be reported. The FAQ will be available in the building and on the website.

## Financial Concerns

7. Will I get a rate increase?
  - a. Private pay rates will not change at this time as you received an increase at January
8. Will our residency agreement have any changes?
  - a. No
9. Who holds our security deposit (COGH Residents Only)?
  - a. On date of sale, SRLC will transfer all security deposits to the new owner
10. Where do I send payments after transition and on what date does it change?
  - a. Information on where to send payments will be included on the monthly billing statement.

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11. Who holds our entrance fee (COGH Independent Living Residents only)?
  - a. From the date of sale, and onward all contractually guaranteed refundable entrance fees will be held by the facility.

### Services & Amenities

12. Will I see a change in our dietary menus and food choices?
  - a. I do not expect any changes to be made initially, but as with any manager, changes will be made as necessary.
13. Will I continue getting one meal a day (COGH Independent Living Residents only)?
  - a. Yes
14. Will TV/Cable remain the same?
  - a. There are very few choices other than Comcast for TV service, but a final decision has not been made. Should there be a change it will be communicated by the Administrator.
15. Will my phone number remain the same?
  - a. We do not anticipate any changes to your phone number.

### Staffing Stability

16. Will there be any staff changes?
  - a. No - Other than the usual turnover we experience. SRLC will continue to hire new FT/PT staff that are fit and available for work.
17. Will there be new staff permanently in the building?
  - a. Priority Care Group will not have any of their staff permanently in the building. The buildings will become autonomous and hiring decisions will reside with the Administrator.

### Transition Process

18. When will this be finalized?
  - a. After all Department of Health authorizations are received. We anticipate an April 1 effective date.
19. Will SRLC Corporate still provide services during the transition?
  - a. Yes
20. Will Optum remain an option?
  - a. Yes – unless a decision is made by Optum to no longer provide services.