



To Our Charter Residents, Families and Associates -

As the impacts of the COVID-19 pandemic continue to reverberate throughout the country, another pandemic has reared its ugly head: racism. The events of the past week have shown us that racism continues to be at the root of so much pain and ugliness in our society. We are saddened, heartbroken and angry. To all our employees of color who are feeling voiceless, we hear you. More importantly:

We stand with you.

At Charter, we draw strength from our diversity and welcome employees and residents from every walk of life to our communities. We believe this makes us stronger. We are an organization that cherishes diversity and inclusion and are willing to stand up for those values. We believe diversity promotes equality. Being exposed to other cultures and to people who may not look like us makes us realize we are more alike than we are different. Essentially, we all want the same things: quality time with family, purposeful work, to be treated fairly and with respect, and to live free from fear.

Black Lives Matter to us. The systemic problems we are seeing unfold in front of us will not go away until they are confronted. We must acknowledge the anguish, fear and fatigue people of color feel every day. Racism must be our burden to bear, too. Educating ourselves and talking about race and racism must be actively practiced. Together we must speak up whenever we witness hatred, racism or injustice. We will – and we hope you will, too.

Since our inception, Charter Senior Living's mission is to *Enhance the Human Spirit*. We serve our employees, residents and families with courage, heart and purpose and promote opportunities for all. While we may not completely understand the fears and worries many of you are experiencing – and have been experiencing – please know we will raise our voices with you. We recognize your pain. We will stand up with you and for you.

So how do we move forward?

Be respectful. Be empathetic. Join us and everyone on our senior leadership team in advocating for change. Come together as one team. Ask a colleague how they are doing. Treat each other with kindness as we navigate these circumstances together. Don't hope for normal. Work toward a new – and better – normal by advocating for change. Passionate voices must emerge at every level: local, state and federal.

At Charter, we are actively promoting healing. Through honest, open communication with our employees and with everyone who has put their trust in us, we will continue to drive positive change amongst our communities and beyond.

Think of the ripple effect ... a small stone can make a big impact. It starts with us. Together we can make an impact. Together we are the solution.

Sincerely,

Keven J. Bennema
President & Chief Executive Officer

Jayne Sallerson
Chief Operating Officer & Partner