

October 21, 2022

Dear Residents and Family Members -

So why DID the lights go out at Beatitudes Campus? I imagine that is a question that many of you are asking yourselves, as well as your friends and neighbors. We wanted to make sure you, and everyone, had a clear and accurate understanding of the events that unfolded earlier this week.

Now, for those that did not know the lights went out, let me get everyone on the same page. Here is a brief recap of events earlier this week:

- Tuesday night we had a failure in our breaker system that took out the power in Plaza North, Plaza South, Healthcare Center, Life Center and Buckwald's. As it should have, the back-up generator for the Healthcare Center kicked-in and provided power throughout Tuesday night.
- Due to the length of time that power was down in Plaza North, we eventually lost functionality in the lifeline system and other computer servers. We were able to restore power to the lifeline system by rerouting to an emergency supply system.
- **Our Incident Command team immediately took action. Our Care and Security teams were on high-alert the whole time and were walking in and through all of the buildings to continually ensure the welfare of our residents.**
- Power was restored and systems came back online around 7 a.m. Wednesday morning.
- Our team performed continued welfare checks on all Independent Living residents, utilizing our lifeline system (more on this in a moment). Healthcare and Assisted Living residents were monitored by staff throughout the night.
- At approximately 4:30 p.m. on Wednesday (10/19) afternoon, power was once again lost to the Healthcare Center (the generator kicked-in again), Buckwald's and the Life Center.
- Limited power was restored to critical functions and locations by approximately 10:00 p.m. on Wednesday night.
- As of Thursday afternoon, we continue to have full power to Plaza North, Plaza South, Healthcare Center and certain equipment in the Buckwald's kitchen (freezers and refrigerators).

On Thursday, October 20<sup>th</sup>, we met with our electrician to discuss our options to repair the issue and get us fully operation again. Here is what we know from that meeting:

- We will have a recommendation for a go-forward plan to repair by mid to late next week. The engineers need to assess our options and the electricians must develop a plan for repair/replacement of critical systems.
- The areas that are currently without power (Buckwald's and the Life Center, including board rooms and offices) **will remain without power until we have plan, and likely will not have power restored for at least another 3 weeks.** Please plan to relocate/reschedule any events and activities that would normally be held in those venues until further notice. If you need assistance to identify an alternate location to meet, please contact your staff liaison.

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**A little information about our lifeline system...**

If you reside in any of our independent living buildings, you received a recorded call asking you to push your check-in button on your lifeline system. Those of you who opt-in to our daily check-in system are familiar with this practice. Those of you who do not may be wondering why we asked you to do so. The lifeline system is our most efficient way to determine if you are OK in your apartment. Because our system was down for a period of time, we wanted to confirm that we could account for all of our residents to the best of our ability. When you push the check-in button (or in the case of the patio homes, pull your bath alert) it registers on our lifeline system. For those who did not check-in, our staff used our other systems to confirm your welfare, including checking our meal order system, making phone calls and, finally, going door-to-door. We will share more about this in the days to come.

We are sorry for any inconveniences this incident may create for you. Our Beatitudes Campus teams have performed FANTASTICALLY! We continue to work to minimize the impact to you. We will continue to communicate updates to everyone as we have them. Thank you for your continued patience as we work through our processes to keep you and our employees informed.

Lastly, any incident such as this presents an opportunity for learning and improvement. We believe everyone on our response team has learned some important lessons along the way. We will discuss and use those learnings to keep getting better. Again, let me say a HUGE thank you to our response team that worked many, many hours to address these issues. You are all heroes in my book!

If you have any questions or concerns, please reach out directly to me at [dtaylor@beatitudescampus.com](mailto:dtaylor@beatitudescampus.com) or 602-589-8159.

Sincerely,  
Donna Taylor, COO

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