

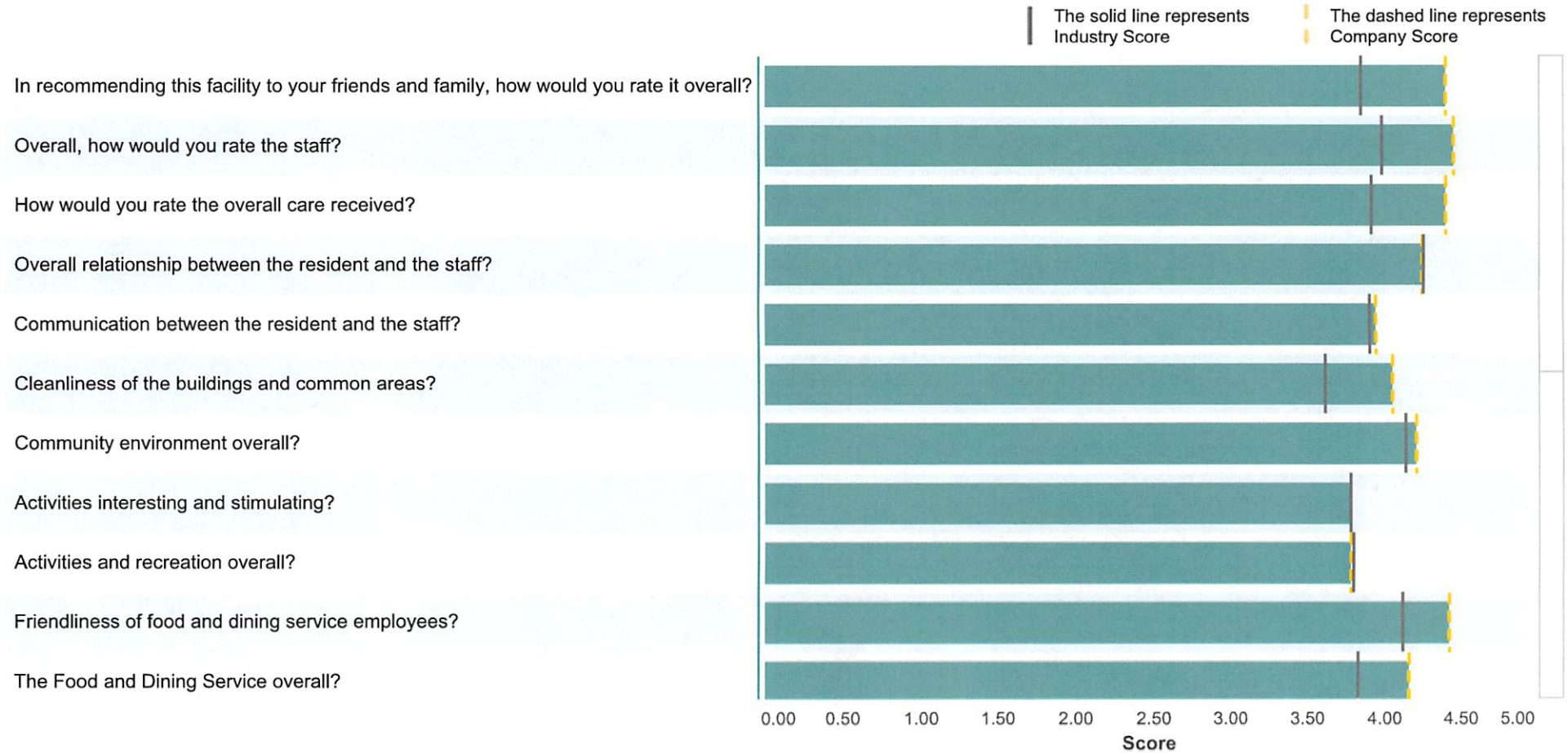
Report Card

John Clarke Retirement Ctr

20 Received / 47 Sent
43% Response Rate

Performance of Individual Measures

Divisions All	Regions All	Locations All	Care Level Long Term Care Family	Questionnaire All	Date Range 3/1/2019 to 3/31/2020	Date Type Date Survey Sent
Question Type All	Category All					



Trends

John Clarke Retirement Ctr

40 Received / 96 Sent
42% Response Rate

What are the Response Trends?

Divisions All	Regions All	Locations All	Care Level Long Term Care Family	Questionnaire All	Date Range 1/1/2017 to 12/31/2020	Date Type Date Survey Sent	
Time Period Annual	Question Type All	Category All	Question All				
				2018	YTD	2019	YTD
				3.80	3.80	3.78	3.78
				3.80	3.80	3.78	3.78
				4.30	4.30	4.05	4.05
				4.00	4.00	3.95	3.95
				3.95	3.95	4.00	4.00
				4.00	4.00	3.89	3.89
None							

Select Question for Line Chart:
None

Industry Index Legend:

less than 90

90 to 110

greater than 110

Dashboard

John Clarke Retirement Ctr

20 Received / 47 Sent

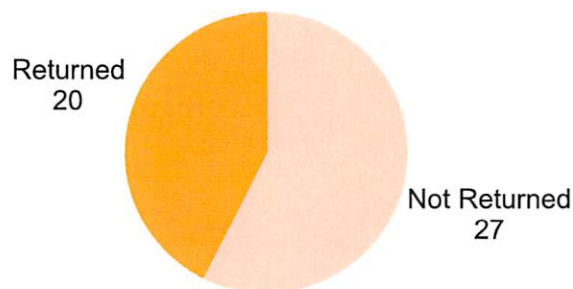
43% Response Rate

Survey Results at a Glance

Divisions All Regions All Locations All Care Level Long Term Care Family Questionnaire All Date Range 3/1/2019 to 3/31/2020 Date Type Date Survey Sent

Response Rate

43%



Overall Questions

	>= Met	Score	Industry Index
Community delivering on its promises?	95%	3.89	102
Community providing good value for the cost?	100%	4.33	115
Overall satisfaction with the community?	100%	4.33	109
Would you be willing to recommend this community to a friend or relative?	100%	4.63	106

What are People Saying?

Friendly staff
Good staff service
Care overall - Compliments
Nursing Staff - Compliments
Good communication
Good experience
Enjoy the activities
General comment
Good place to live
Good residents

What is Driving

Willingness to Recommend?

Top 3 Drivers	Insufficient sample size (20 surveys required)
	Insufficient sample size (20 surveys required)
	Insufficient sample size (20 surveys required)

What are Your Weaknesses?

Bottom 3 Questions	Staff providing daily mouth care assistance such as brushing, flossing, mouth rinses, and denture care?
	Activities and recreation overall?
	Activities interesting and stimulating?

What are Your Strengths?

Top 3 Questions	Would you be willing to recommend this community to a friend or relative?
	Overall, how would you rate the staff?
	Friendliness of food and dining service employees?

Dashboard

John Clarke Retirement Ctr

20 Received / 47 Sent
43% Response Rate

Survey Results at a Glance

Divisions
All

Regions
All

Locations
All

Care Level
Long Term Care Family

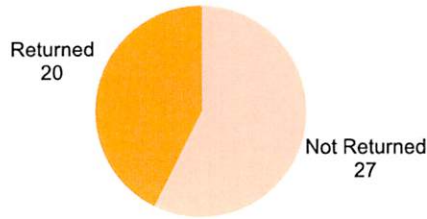
Questionnaire
All

Date Range
3/1/2019 to 3/31/2020

Date Type
Date Survey Sent

Response Rate

43%



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What is Driving Willingness to Recommend?

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	Activities and recreation overall?
	Activities interesting and stimulating?

What are Your Strengths?

Top 3 Questions	Would you be willing to recommend this community to a friend or relative?
	Overall, how would you rate the staff?
	Friendliness of food and dining service employees?

- The Paid Sick Leave required under the FFCRA for 2 weeks (up to 80 hours) is available only once. An employee who may experience more than one qualifying reason is eligible for only up to 2 weeks of paid leave total under this provision.
- An employee who requests leave to stay home with a child due to coronavirus-related school or daycare closures may qualify for Paid Sick Leave AND Expanded FMLA for a total of up to 12 weeks of protected paid leave.

The DOL has promised additional details and guidance will be available in early April.

DOL Guidance on COVID-19 and the Workplace can be found at <https://www.dol.gov/agencies/whd/pandemic>

IRS Guidance

Employers required to provide Paid Sick Leave and Expanded FMLA under the FFCRA are eligible for refundable tax credits applied against the employer's quarterly payroll tax return (i.e. Form 941) to offset such costs. The IRS indicates employers will be able to retain an amount of the payroll taxes equal to the amount of paid leave, plus related group health plans costs (rather than depositing them with the IRS). Payroll taxes available for retention include withheld federal income taxes, as well as employee and employer share of Social Security and Medicare taxes. If there are insufficient amounts available via payroll taxes to cover the employer's expenses related to the paid leave requirements, employers may file a request for an accelerated payment from the IRS and IRS expects to process such requests in 2 weeks or less. The guidance provided to date is high level. The IRS has promised additional details in the next week.

IRS Guidance on Refundable Tax Credits can be found at <https://www.irs.gov/newsroom/treasury-irs-and-labor-announce-plan-to-implement-coronavirus-related-paid-leave-for-workers-and-tax-credits-for-small-and-midsize-businesses-to-swiftly-recover-the-cost-of-providing-coronavirus>.

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Families First Coronavirus Response Act (FFCRA) – Agency Guidance Released

Issue Date: March 2020

The Department of Labor (DOL) and Internal Revenue Service (IRS) have released initial guidance clarifying several provisions set forth in the Families First Coronavirus Response Act (FFCRA). A high-level summary of these items, as well as links to the guidance, are provided below.

DOL Guidance

The DOL guidance indicates the new paid leave requirements go into effect April 1, 2020 (without a retroactive effect) and continue through the end of 2020. Among other the things, the guidance clarifies the following items:

- Private employers with fewer than 500 employees are required to comply with the new paid leave requirements. To determine the employee count, count all employees (full-time and part-time) in the U.S. at the time leave is requested.
 - If two entities are found to be “joint employers” as defined under the Fair Labor Standards Act (FLSA), all their common employees must be counted.
 - If two or more entities are considered an “integrated employer” as defined under the Family and Medical Leave Act (FMLA), then employees of all entities making up the integrated employer will be counted.
 - Employers with 500+ employees do NOT have to comply with the paid leave requirements under the FFCRA.
 - Employers with <50 employees may qualify for an exemption if the paid leave requirements would jeopardize the viability of the business as a going concern.
- Paid leave as required under the FFCRA applies to full-time and part-time employees who request leave for a qualifying reason. To calculate hours and corresponding pay for part-time or variable hour employees, the employer may use a 6-month average. For employees who have been employed less than 6 months, use: (i) the number of hours agreed upon at hire; or (ii) the average hours per day the employee was scheduled to work over the entire term of employment.
- Paid leave as required under the FFCRA should be based on the employee’s regular rate of pay (as defined by FLSA) or federal, state or local minimum wage, whichever is highest. However, there are daily and aggregate maximums on the amount an employer is required to pay any employee; the maximum thresholds differ depending upon the type of leave and the qualifying reason for leave.

Report Card

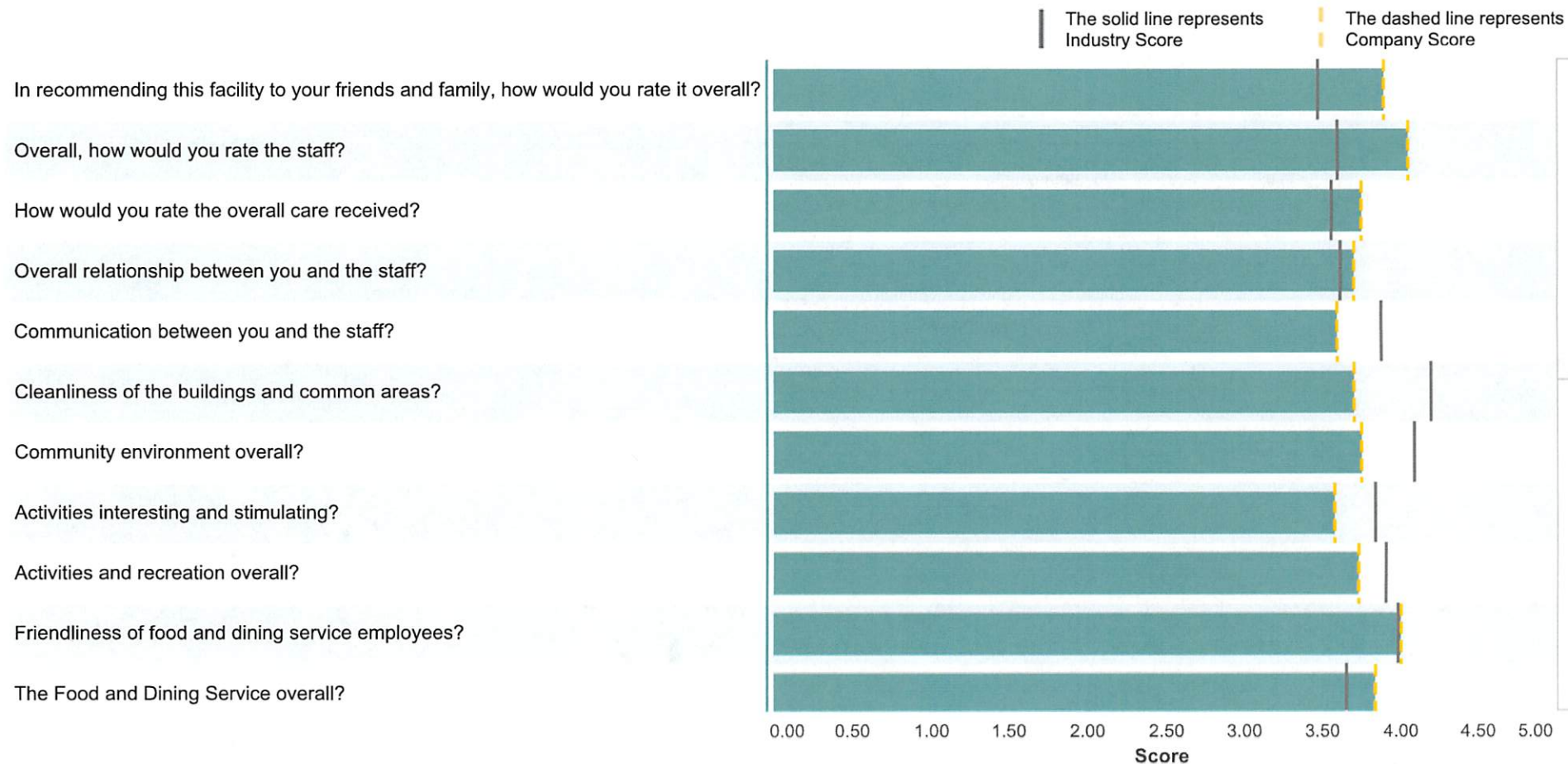
John Clarke Retirement Ctr

20 Received / 25 Sent

80% Response Rate

Performance of Individual Measures

Divisions All	Regions All	Locations All	Care Level Long Term Care Resident	Questionnaire All	Date Range 3/1/2019 to 3/31/2020	Date Type Date Survey Sent
Question Type All	Category All					



Dashboard

John Clarke Retirement Ctr

20 Received / 25 Sent
80% Response Rate

Survey Results at a Glance

Divisions
All

Regions
All

Locations
All

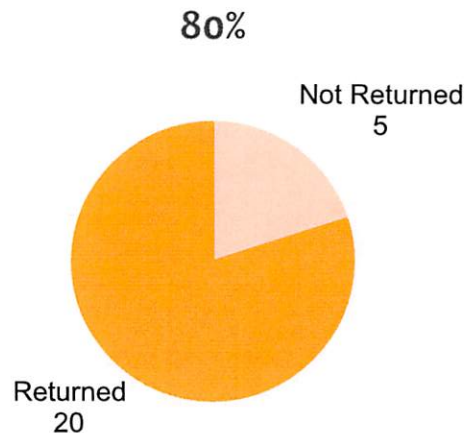
Care Level
Long Term Care Resident

Questionnaire
All

Date Range
3/1/2019 to 3/31/2020

Date Type
Date Survey Sent

Response Rate



Overall Questions

	>= Met	Score	Industry Index
Community delivering on its promises?	95%	3.70	98
Community providing good value for the cost?	84%	3.58	95
Overall satisfaction with the community?	95%	3.90	99
Would you be willing to recommend this community to a friend or relative?	95%	4.35	100

What are People Saying?

General comment
Friendly staff
Good staff service
Good experience
Poor staff service
Everything is good
Good residents
Menu concerns
Nursing Staff - Compliments
Like the food

What is Driving Willingness to Recommend?

Top 3 Drivers	Staff washing their hands, or using hand sanitizer, before they provide medical care or assist with personal tasks, such as dre..
	Community environment overall?
	Overall relationship between you and the staff?

What are Your Weaknesses?

Bottom 3 Questions	Staff providing daily mouth care assistance such as brushing, flossing, mouth rinses, and denture care?
	Staff washing their hands, or using hand sanitizer, before they provide medical care or assist with personal tasks, such..
	Activities interesting and stimulating?

What are Your Strengths?

Top 3 Questions	Would you be willing to recommend this community to a friend or relative?
	Overall, how would you rate the staff?
	Personal care overall?