

A Letter from Innovation Senior Management's Founder & CEO, Pilar Carvajal

May 22nd, 2020

Dear ISM Extended Family,

This week we have started the testing of our staff. Testing, so far, has been a finite resource. We have been fortunate to have resources in all our communities to process tests at no cost for our employees.

We continue to salute our frontline staff, who have not wavered in their support of our communities and the residents we serve. We have extended our bonus pay program. We have also enhanced our protocols and included a process by which to verify and audit our personal protective equipment (PPE) inventory. Each day we have a daily huddle with our Executive Directors to ensure their issues are being addressed proactively.

We will continue to update you on key developments as we cautiously and carefully enter a world in which COVID-19 may be beginning to subside. We know that this is a phase during which we need to continue to be vigilant, potentially even increasing our vigilance. We want everyone to have confidence that we are taking – and will continue to take – the right steps to protect our communities and put the safety and well-being of our residents and staff in front of all else.

Pilar Carvajal
Founder & CEO