



June 9, 2020

To all employees at each of our North Oak Senior Living communities:

Recently, we have witnessed acts of injustice and racism that have been heartbreaking and deplorable.

North Oak Senior Living's Core Values are presented at the front of each communities' Employee Policy Handbook. At this time especially, they are worth repeating with important points highlighted for emphasis.

Together, our employees and our residents are a community. A community is a social unit that has something in common. As a community, what we have in common is our Core Values.

Each employee is guided by these Core Values:

- Passion. We care for others and about our work.
- Stewardship. We care for the whole person: mind, body, and spirit.
- Service excellence. We are uncompromising in our standards of quality of care and service.

In addition, both team members and residents are also guided by these Core Values:

- **Kindness. We treat others as we would want to be treated.**
- **Respect. We treat each other with the dignity and respect that everyone deserves.**
- **Trust. We conduct ourselves with the highest level of integrity and ethical behavior.**
- **Teamwork. We cooperate with each other, help each other when needed, and provide support in other ways as opportunities arise.**

Every single person is worthy of being treated with respect and dignity.

Our communities draw strength from diversity and we welcome employees and residents from every walk of life. We believe this makes us stronger.

Please call either of us with any concerns or issues.

Sincerely,

A blue ink signature of Dean C. Maschoff, written in a cursive style.

Dean C. Maschoff
Dean@NorthOakSeniorLiving.com
(847) 612-0750

A black ink signature of Derrick C. Maschoff, written in a cursive style.

Derrick C. Maschoff
Derrick@NorthOakSeniorLiving.com
(847) 875-8158