



To: Arbor Acres Apartment and Home Residents
From: Andrew Applegate, President/CEO
RE: Additional information regarding vaccinations
Date: December 30, 2020

I want to address another bit of information related to the vaccination of independent living residents. On the back of this memo is an email from Arbor Acres' trade association, LeadingAge North Carolina. It addresses another in a litany of challenges faced by our government as it seeks to tackle the largest public health crisis in a century.

As you will see (and some of you have heard from friends at other retirement communities) some retirement communities have received enough vaccine to include their independent living residents and staff in the first round of vaccinations and some have not. This is a wide spread issue frustrating retirement communities around the state. We continue as a community, and as a member of LeadingAge North Carolina, to press CVS for vaccines on your behalf.

While I realize that you join me in experiencing frustration with the lack of clarity, we need to temper our frustration with the realization that this nationwide vaccination process is unprecedented and we should expect challenges. The good news is that our health care workers and residents in licensed areas will be vaccinated next week. As Arbor Acres continues to press CVS for information, along with LeadingAge North Carolina, I will continue to update you with the latest information as I receive it.



LeadingAge[®]NC

From the Desk of

TOM AKINS | PRESIDENT & CEO



December 30, 2020

Dear Andrew:

We have received numerous calls from member communities with questions about their vaccination clinic and their pharmacy partner. Some have reported that their pharmacy partner is bringing doses for independent living residents while others have reported they are not. This includes both CVS and Walgreens.

We have not been able to determine why some communities are receiving independent living doses and some are not. It could be bad outreach and planning by the pharmacy partner, poor instructions from CVS or Walgreens on which residents to include in the count, or any of a number of other reasons.

It is still early in the process but it looks like the amount of flexibility allowed by any partner for any community varies a lot.

We are communicating closely with state officials. Our advice at this point is to remain in close contact with your pharmacy partner representative/contact about your community's needs and schedule.

As always, [please reach out to us](#) if we can be of any assistance.

Tom