



Frequently Asked Questions for South Hills Residents and Families

Below is information we thought you may have questions about to help you better understand our decision.

What factors went into the decision to sell the South Hills campus' operations?

As mentioned in our letter, know the decision to sell this campus' operations to Concordia Lutheran Ministries was not made lightly. It was **not** driven by the lack of talent, commitment or compassion of this dedicated team. Rather, the decision is due to the fact our company has struggled for the past several years to manage the uniqueness of the Western Pennsylvania market—a dynamic very different from our others. And despite being in Bridgeville for over 30 years and receiving the full attention of our Home Office resource team, operating as a single remote location in the state's second largest market limited our foothold among the many multi-location and large national competitors. Ultimately, this impacted our ability to maintain a steady resident census, retain and develop co-workers within a region and build meaningful referral relationships within the evolving healthcare industry. Our residents and co-workers deserve assurance we can consistently deliver the quality care and support we promise and they expect.

We have worked hard to make this transition as seamless as possible for both co-workers and residents. We have full confidence in Concordia's experience in growing their company through successful acquisitions for over 140 years and trust their commitment to making this one just as successful.

When does this transition take effect?

The plan is to transition from Country Meadows to Concordia Lutheran Ministries on or before May 31, 2024.

I am not familiar with Concordia Lutheran Ministries. Can you tell me about them?

What appealed to us about Concordia is they are a not-for-profit company with a mission of putting their faith in caring and their 142-year legacy in Western Pennsylvania. Their statement of values focuses on both the staff (Principle Statement #2: "value employees") and residents (#3 and #4: "always improve quality" and "resident-driven care") which are very similar to ours.

Founded in 1881, Concordia is a faith-based, CARF-accredited Aging Services Network and recipient of the inaugural Pennsylvania Department of Aging Excellence in Quality Care Award. The organization serves 50,000 people annually through in-home care and inpatient locations. Concordia offers a lifetime continuum of care that includes adult day services, home health care, hospice, medical and rehabilitation services, memory care, personal care, assisted living, respite care, retirement living, skilled nursing/short-term rehab, spiritual care and medical equipment. They also currently have partnerships with five area hospitals: Butler Health System, Heritage Valley Health System, St. Clair Hospital, Washington Health System and Indiana Regional Medical Center.

Their management team is involved in their full network of services and dedicated to providing fulfilling careers and lifestyles—just like us.

What will happen to the current employees who have been caring for me/my loved one?

Like Country Meadows, Concordia is committed to making this transition as smooth as possible without interrupting care or service to residents. Concordia plans to offer employment to nearly all co-workers to work on this campus or at one of their 12 local communities

Will there be more sales of other Country Meadows facilities?

No. As explained, the sale of the South Hills campus' operations is isolated to our business limitations in this market. Because no other campuses have experienced these sustained operational challenges, no other sales are planned or anticipated.

What assurance do I have that my/my loved one's care will not be interrupted?

The Country Meadows and Concordia management teams are reviewing the respective care plan documentation and delivery processes to best transition care and residents' health information with little disruption.

Will I have to sign another resident agreement?

Since Concordia is a separate company, you will need to sign a new resident agreement. However, they will be able to reference your or your family member's current information on file to help expedite the process.

Will my rates stay the same?

Concordia will meet with each resident and his/her family to review the care plan. As a separate company, you will want to discuss rates with the Concordia team.

When will I receive my final Country Meadows bill?

You will receive your final bill when all invoices for ancillary services (e.g., salon, pharmacy, etc.) have been received (estimated within 30 days of the closing date).

What if I have questions about the transition?

We invite you to attend the campus meeting on Tuesday, 3/12 at 2pm in Building 2's Chapel (3570 Washington Pike, Bridgeville). Or attend the same meeting remotely Wednesday, 3/13 at 6pm EST via Zoom (for the meeting link, visit www.CountryMeadows.com/Transition).

For any additional questions, please call our toll-free message line at 1-855-772-8466 to leave a message with your questions for a team member to follow up with the requested information. Thank you.