



\*Update Published 9/24/2020

Dear Friends and Family of The Verandah at Graywood,

First, on behalf of all the staff and management at The Verandah at Graywood, we want to thank all residents and family members who took time these past few weeks to speak with a member of our staff. We appreciate the opportunity to assist you to arrange a personal relocation plan to one of our sister communities and to arrange storage or pickup of your personal belongings. We also thank the team of employees who have volunteered hours of their personal time, away from their own families, to assist in this task. **If you have not yet finalized your relocation plan or status of personal belongings, please call 877-448-5754 and leave a voicemail with your name and contact information. A member of our team will call you back as quickly as possible.**

We are pleased to announce that we have recovered full electrical power at the community and have begun the process to rebuild our beautiful community even better than before. Various areas of The Verandah were heavily damaged by Hurricane Laura and the demolition process is underway. We are encouraged that the initial, tentative re-opening date of Independent Living building is as early as December 2020, weather permitting. The Verandah at Graywood team is looking forward to partnering with you to arrange a return to your home. As for new residents, we are now accepting applications through [our website](#).

The reopening of the Assisted Living and Memory Care neighborhoods are anticipated to be early 2021 and will work with families to arrange the return of these residents to the community as soon as we are able. We are also accepting applications to our new resident waitlist for Assisted Living and Memory Care by filling out a form [found here](#).

We will continue to update this document as more information becomes available. We remain committed to transparency in sharing with you all future plans as related to the Verandah at Graywood and look forward to the day when we celebrate our grand re-opening together.

Thank you,  
Luis Serrano  
Chief Executive Officer

\*Update Published 9/9/2020

Dear Friends and Family of The Verandah at Graywood,

As we continue to assess the damage to The Verandah at Graywood, we would like to thank you again for your ongoing patience, support, and encouragement as we continue to work together to keep The Verandah family safe and prospering at our sister campus, Brook Ridge and The Gardens at Brook Ridge, in Pharr, Texas.

Today we are pleased to share that the grand “V” monument in our front courtyard and fountain area still proudly stands. We recognize this as symbol of the spirit of our community and the perseverance of staff and residents. While the full extent of the damage is still unknown, we do know that The Verandah family remains strong. We plan to rebuild our beautiful community even better than before and will publish development and planning updates as we have them. And we know that each of you make up the heartbeat of our community. We look forward to the time we can all be home together. Please check back here frequently.

The Verandah will be renovated and ready for residency early 2021. In the meantime, we are committed to caring for our Verandah family and have a plan in motion. Our team has been hard at work reaching out by telephone to every resident or primary listed contact to discuss an individualized relocation plan to one of our 32 sister communities and to arrange for picking up or storing personal belongings. If a member of our staff has not yet made contact with you, please call 877-448-5754 and leave a message with your name and telephone number. We will prioritize your call and get back to you with a representative ready to discuss your options. Our seven nearest sister communities are:

- The Landing at Behrman in New Orleans, LA (independent living)
- Brook Ridge in Pharr, TX (independent living)
- The Gardens at Brook Ridge in Pharr, TX (assisted living and memory care)
- The Clairmont in Austin, TX (independent living)
- Country Club Village, AR (independent living)
- Quail Ridge, Memphis, TN (memory care)
- Azalea Gardens in Tallahassee, FL (memory care)

We are still hampered by power outages, as is much of the greater area surrounding Graywood. Please follow our Facebook page <https://www.facebook.com/TheVerandahRet> and our website for ongoing updates. You can also reach out to a member of our management team below:

- Katrina Dunn, Executive Director at 337-936-1033  
email [Katrina.Dunn@sunshineret.com](mailto:Katrina.Dunn@sunshineret.com)
- Natalie Young, Community Development Director at 337-499-0145  
email [Natalie.Young@sunshineret.com](mailto:Natalie.Young@sunshineret.com)
- Anna Callendar, Regional Vice President of Operations at 936-499-5145  
email [Anna.Callendar@sunshineret.com](mailto:Anna.Callendar@sunshineret.com)
- Dick Glaunert (Mr. Sunshine) at 503-510-2866  
email [Dick.Glaunert@sunshineret.com](mailto:Dick.Glaunert@sunshineret.com)

Again, we express our gratitude for the teams at The Verandah, Brook Ridge, and The Gardens at Brook Ridge, as well as the families and business partners who have offered us support and provided comfort to our residents during this time. We have their collective efforts to thank for the continued well-being of our Verandah family and look forward to coming out of this together stronger and better than before.

Luis Serrano  
Chief Executive Officer

\*Update Published 8/31/2020

Dear Friends and Family of The Verandah at Graywood,

Thank you from the bottom of our hearts for your ongoing support and encouragement as we have striven to keep the Verandah family safe through the challenges presented by Hurricane Laura.

Our Team safely evacuated 187 residents before the storm hit our community. Of those, 31 residents and nine team members re-located to Brook Ridge and The Gardens at Brook Ridge, our sister communities in Pharr, TX. These communities best met our needs to stay together and out of harm's way as it offers independent living, assisted living, and memory care all on one campus. The Verandah residents traveled there comfortably on two large touring buses that our Team secured ahead of time. Our caravan of care also included the safe transport of essential medications, documentation, as well as our care staff.

The Verandah sustained a meaningful amount of storm damage but thankfully it has now been secured. We are working as quickly as possible to repair the damage so residents can return to their homes when it is safe to do so. Given the current challenges, we expect that the community will be closed for six to seven months. We will continue updating you as we firm up a plan. We will be contacting each resident to discuss a personalized plan to relocate temporarily (at least for six months) to one of our closer sister communities of your choice:

- The Landing at Behrman in New Orleans, LA (independent living)
- Brook Ridge in Pharr, TX (independent living)
- The Gardens at Brook Ridge in Pharr, TX (assisted living and memory care)
- The Clairmont in Austin, TX (independent living)
- Country Club Village, AR (independent living)
- Quail Ridge, Memphis, TN (memory care)
- Azalea Gardens in Tallahassee, FL (memory care)

In conjunction with the temporary lodging, we are also working hard to coordinate a plan that will allow you to recover or place in storage your personal belongings left at The Verandah. Please do not attempt to return to the community at this point as it is unsafe to do so.

We continue to be committed to our high standard of transparent communication throughout the recovery phases of this unprecedented year. We are in the process of setting up a central location for staff to operate an information center. However, we are challenged by the electricity, landlines and cell phone networks not being available. In the interim, you may reach out to the following:

- Katrina Dunn, Executive Director at 337-936-1033  
email [Katrina.Dunn@sunshineret.com](mailto:Katrina.Dunn@sunshineret.com)
- Natalie Young, Community Development Director at 337-499-0145  
email [Natalie.Young@sunshineret.com](mailto:Natalie.Young@sunshineret.com)
- Anna Callender, Regional Vice President of Operations at 936-499-5145  
email [Anna.Callendar@sunshineret.com](mailto:Anna.Callendar@sunshineret.com)
- Dick Glaunert (Mr. Sunshine) at 503-510-2866

email [Dick.Glaunert@sunshineret.com](mailto:Dick.Glaunert@sunshineret.com)

There is not enough gratitude to express our appreciation for the dedication of our teams at the Verandah, Brook Ridge and the Gardens at Brook Ridge. It is during times of crisis, that our extraordinary staff truly embody their commitment to caring for **People** with unwavering **Passion** and **Excellence**. The Verandah team willingly left securing their personal property (and some left their families) to travel to Texas with residents. The Texas team welcomed The Verandah and provided rest, comfort, and reassurance in a time of uncertainty. It is humbling to watch the way in which they care for one another.

Please check our social media and webpage frequently for regular updates.

Luis Serrano  
Chief Executive Officer