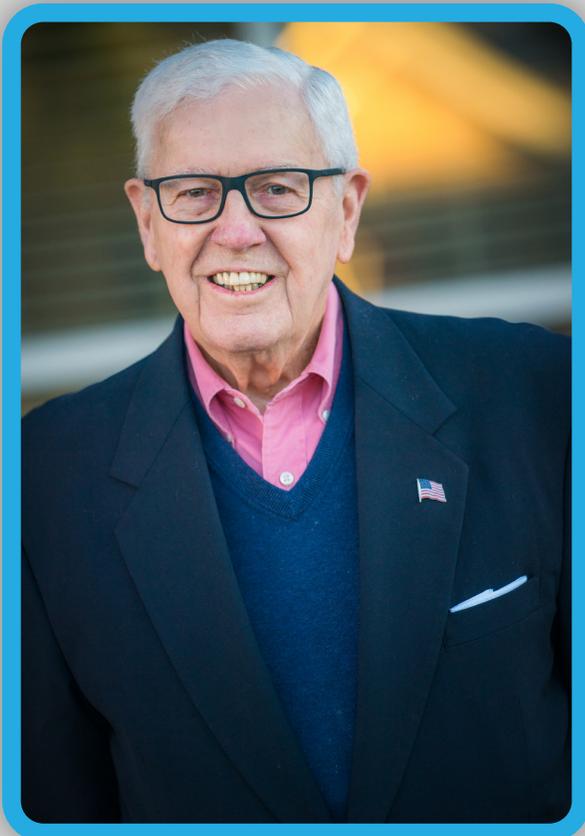


KENDAL®
at Granville
Together, transforming the experience of aging.®



Answering Your Questions



“Culture is not created by the name and logo on the letterhead. This is a marvelous opportunity for all of us to join forces with an organization that has a record of successful performance since 1912.”

— *Dick J., resident, board member, and member of Strategic Advisory Committee*



You Have Questions. We Have Answers.

If you're reading this, you likely have some questions about the transition of the Kendal at Granville life plan community into its new name and brand — the Otterbein Granville SeniorLife Community.

In this guide, we've compiled answers to some frequently asked questions about this change and how it will affect current and future residents. To reassure you, here are a few thoughts from our Executive Director:

“Though the name will be changing on our letterhead, please know that our commitment to excellence, vibrancy, lifelong learning, and community partnerships are ingrained in our culture.”

— *Doug Helman, Executive Director of Otterbein Granville*

What Has Changed?

Although the name of our community has changed, many aspects of our community have not changed. The changes that have taken place ensure a bright future for our community, residents and staff alike.

What Has Changed	What Has Stayed the Same
Our Name 	Service Levels Offered 
Our Corporate Brand 	Our Leadership and Governing Board 
Our Financial Security 	Our Staff and Residents 
Potential for Growth 	Our Culture 

Otterbein Granville is still a Continuing Care Retirement Community (aka Life Plan Community) and offers the same levels of service — independent living, assisted living, skilled nursing, and rehabilitation/post-acute care.

As far as daily life for residents and staff, very little has changed. In fact, most changes are “behind the scenes” and are focused on improving the resident experience. Rest assured, what you love about Kendal is still here at Otterbein Granville.

Who is Otterbein SeniorLife?

Otterbein SeniorLife is a faith-based, non-profit senior living organization headquartered in Lebanon, Ohio. Founded in 1912, Otterbein has:

- 9 full-service senior living communities
- 9 skilled nursing and rehabilitation neighborhoods
- A home health agency
- 2 hospice agencies

Otterbein operates locations in West Central Ohio; Northwest Ohio; Southwest Ohio; Franklin, Indiana; and, relatively close to us, Gahanna and New Albany.

The Otterbein SeniorLife organization may be new to you. To introduce you, here are some thoughts from one of our current residents who is also a member of our board:

“When I first realized that Kendal at Granville was seeking a new partner, my concern was that it be non-profit, Ohio-based and have a similar culture as Kendal. The shocker would be the name change.

“However, as I learned more about Otterbein SeniorLife, I also realized that they met all of our requirements and would be a perfect match. The name change no longer was an issue for me! Our residents would essentially see no difference in everyday living and our finances would be strengthened to ensure our future.”

— Becky S., resident, board member

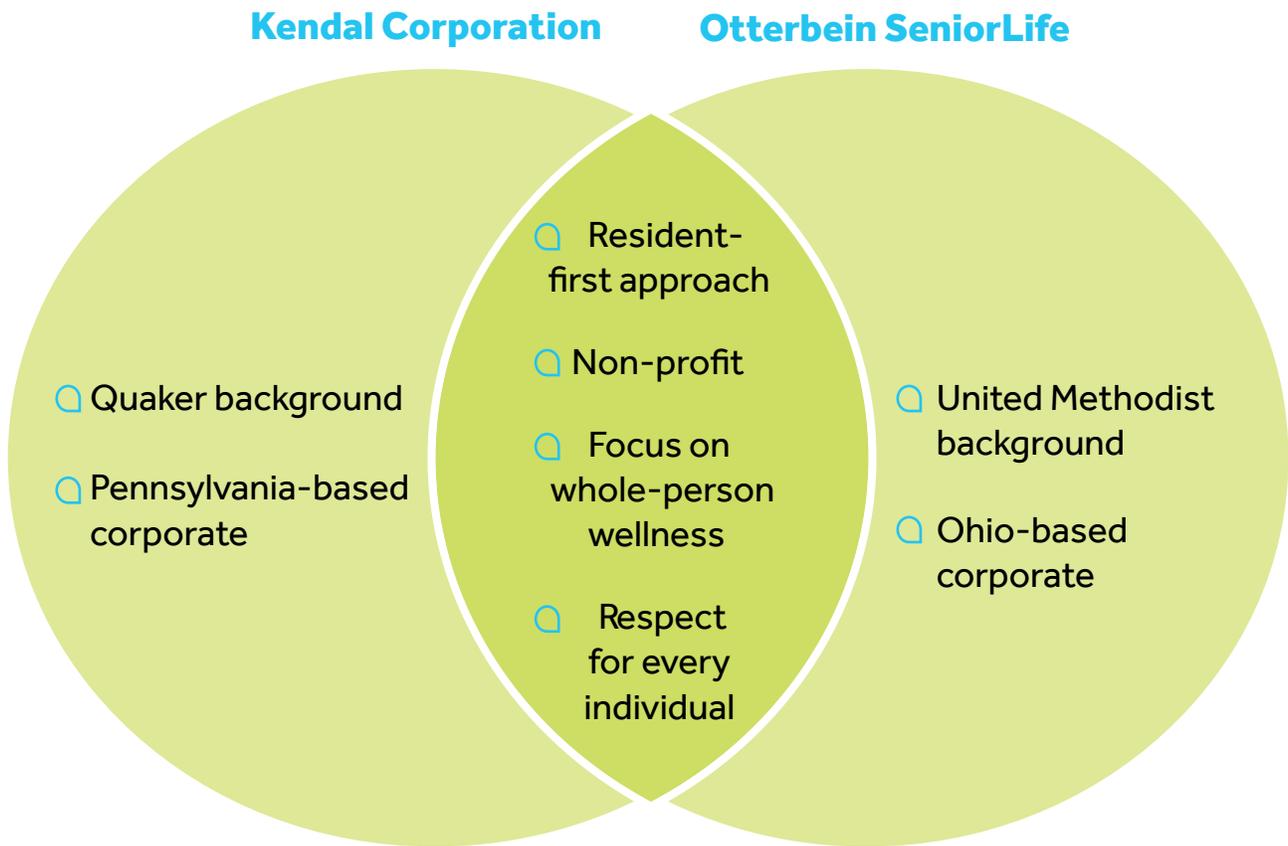




How does Otterbein's mission align with our values?

Both Kendal and Otterbein are like-minded, mission-driven organizations that prioritize the quality of life and independence of residents.

In essence, our values and resident-first approach to care are closely aligned. Otterbein is a trusted partner, driven by the same mutual respect and compassion for the individual that The Kendal Corporation values deeply.



All faiths, beliefs, and lifestyles are very much welcomed at Otterbein Senior Life.

What are the cost-related changes for those considering a move to Otterbein Granville?

There were no pricing changes made simply because of the name change and affiliation with Otterbein SeniorLife.

Historically, our rates have increased each year, keeping with trends in the senior living industry. However, we are always reviewing our current availability and the market to determine what is fair and what makes sense for our community and our prospective residents.

Have contract offerings changed?

No current resident agreements have changed, and we don't expect any changes for what we offer new residents. We currently offer two contract types, with three options for refundable plans:

Option 1

Continuing Care Plan

- Includes preferred access to long-term care in either Assisted Living or Skilled Nursing
- Provides 100 days of inpatient care at 25% off daily rate

Option 2

Life Care Plan

- Ensures unlimited access to long-term care in either Assisted Living or Skilled Nursing
- Provides predictable financial coverage for long-term care

Entry Refund Plans

- 85% refundable
- 50% refundable
- 2% declining balance

What's next for Otterbein Granville?

Thanks to our new affiliation with Otterbein SeniorLife, our future is brighter than ever before!

While there are currently no plans for expansion, we are excited to find more ways to improve the resident experience and deliver high-quality service to current and future residents. We will also continue our commitment to lifelong learning through our trusted partner, Denison University.

“Joining the Otterbein SeniorLife communities opens tremendous opportunities for growth, continuous improvement, and cost savings with the economies of scale. Those are the practical outcomes.



“More importantly, the Otterbein Leadership Team as a whole is innovative, engaging, open, and welcoming! I am excited to partner with the team and sister Otterbein communities to make our Granville community an even more vibrant place to live, while at the same time honoring our roots, guiding principles, and culture. These are exciting times!”

— Christie V., resident and board member

Have additional questions? Contact Derik Kroeze, Director of Sales & Marketing at Otterbein Granville, at (740) 321-0429 or email Derik.Kroeze@Otterbein.org.