



Reflecting

**BACK TO
WELCOME
WHAT'S AHEAD**



2020 YEAR IN REVIEW



IF 2020 TAUGHT US ANYTHING, IT'S THAT WE'RE BETTER *Together.*



Though the year was far from ordinary as the world grappled with the challenges of the COVID-19 pandemic, we remain inspired by the extraordinary strength, resilience, and compassion of all who live and work at Mather.

In the face of uncertainty, Mather acted quickly to help ensure the health and safety of residents and customers, all while exploring new ways to keep residents and customers safely connected and engaged.

We formed an interdisciplinary task force that developed and implemented ongoing COVID-19 prevention protocols, policies, and procedures that aligned with the latest recommendations from health authorities.

Meanwhile, resident advisory groups offered insights, recommendations, and perspectives that helped maintain a sense of normalcy for residents.

New ways to connect emerged through the united efforts of residents, staff, and leadership. We created new door-to-door meal delivery. Launched virtual fitness classes. Brought entertainment outdoors. And so much more.

It was this resilience and flexibility, combined with moments that were uniquely Mather, that we'll remember, and we thank residents and team members for their important contributions.

Here's to a future that's nothing short of **Nextraordinary**.™

Mary

MARY LEARY
PRESIDENT & CEO

John Phillips

JOHN PHILLIPS
MATHER BOARD CHAIR

2020'S NUMBERS THAT COUNT

141,348
PEOPLE SERVED

(DIRECTLY OR INDIRECTLY)

\$18 MILLION

CONTRIBUTED TO ENHANCE THE LIVES OF OLDER ADULTS, WITH INITIATIVES ACROSS SENIOR LIVING, COMMUNITY PROGRAMS, AND MATHER INSTITUTE

\$1.5 MILLION

IN FINANCIAL ASSISTANCE PROVIDED TO RESIDENTS OF OUR SENIOR LIVING RESIDENCES

\$790 MILLION

IN TOTAL ASSETS, WITH NET ASSETS OF NEARLY \$512 MILLION

*EXCLUDES SPLENDIDO

\$602 MILLION

IN INVESTMENTS AND TRUSTS

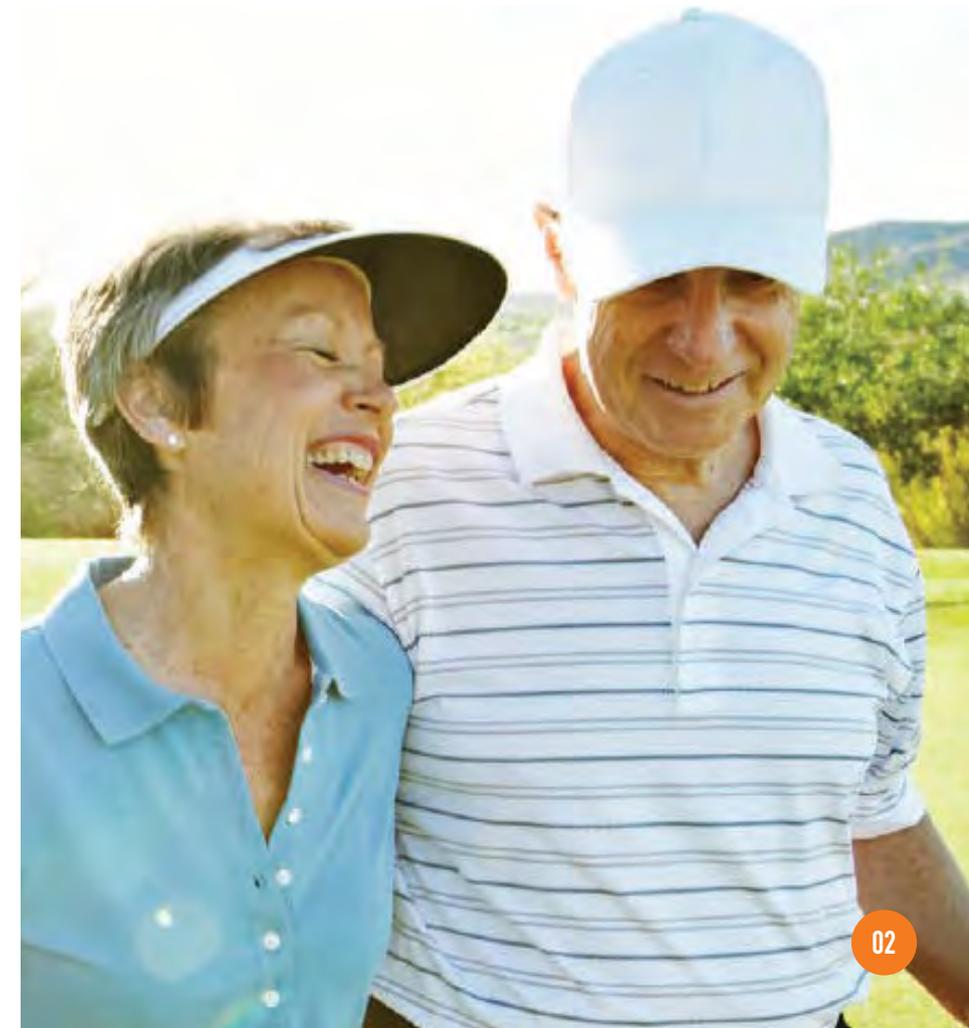
\$309 MILLION

IN OWNED OR MANAGED PROPERTY AND EQUIPMENT*

*INCLUDES SPLENDIDO & THE MATHER IN TYSONS

WHAT'S NEXT?

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All numbers as of December 31, 2020.

CELEBRATING OUR *heroes*



A GREAT PLACE TO WORK STARTS WITH GREAT TEAM MEMBERS

Our mission of creating Ways to Age WellSM extends to our employees

Mather proudly offers competitive wages and benefits and is deeply invested in our team's success. We achieved a minimum of \$15 per hour for all Illinois employees in 2020. That year, our record-breaking employee satisfaction earned us national certification as a Great Place to Work and a ranking among the Top 40 Best Workplaces in Chicago according to *Fortune* and Great Place to Work. Additionally, our culinary and restaurant team members are pursuing higher levels of training through the Culinary Institute of America's Lobster Ink online system to both enhance residents' restaurant experiences and provide educational opportunities for our employees. Additionally, we've begun implementing an organization-wide Diversity, Equity, and Inclusion initiative to listen to, learn from, and best support our diverse team.

IN A SURVEY CONDUCTED ACROSS MATHER SENIOR LIVING COMMUNITIES, **94% OF RESIDENTS** AGREED THAT **HEALTH & SAFETY WAS MATHER'S TOP PRIORITY.**



PRIORITIZING HEALTH, SAFETY & WELL-BEING

A few key changes made a real difference

At the start of the pandemic, Mather made some quick decisions and took significant steps to provide employees with extra support. Some of our initiatives included:

- The development of an emergency task force of senior leadership to make decisions in accordance with updated CDC, state, and local guidelines.
- An emergency bonus program that supplemented employee pay.
- A new emergency sick leave policy that provided 100% of pay to employees for the first two weeks.
- An expanded leave of absence program that offered job protection for time away due to COVID-19.



PUTTING PASSION INTO *action*

OUR TEAM'S COMMITMENT TO GOING THE EXTRA MILE

The trust our residents placed in us is thanks to all who worked continuously to provide support for our communities. In a year where connecting was more important than ever, our employees sought to keep residents engaged in new ways. And in turn, Mather expressed our gratitude through recognition and celebration of our staff's dedication.



Residents of The Mather enjoyed time outdoors with guided yoga classes on the lawn.



Celebrating their pre-sales success, the Connections Team at The Mather in Tysons, enjoyed a bubbly thank-you from Mary Leary.



In recognition of all their hard work, Mather employees received tokens of appreciation and a collaborative Be Nextaordinary™ playlist to energize and brighten their mood.



To refuel those who fuel others and support the communities around our own, employees at The Mather in Evanston enjoyed lunch from a local food truck.



To keep our communities healthy, Mather began distributing COVID-19 vaccines to employees and residents beginning in early January.

Residents at The Mather in Evanston kept moving throughout the pandemic with virtual classes and personal training provided by our fitness staff.



Mather Place residents had art supplies delivered to their doors so they could participate in online classes.

Grateful for the work of our team members, President and CEO Mary Leary chalked messages of gratitude for our staff to see.

Splendido art classes moved online, with unique offerings like “Painting with Bob Ross.”

LOOKING FORWARD

DEMAND FOR THE MATHER IS STRONG AND GROWING

Our newest community is slated to open in late 2023

While 2020 may have put some people's plans on pause, it certainly didn't slow demand for The Mather—our new Life Plan Community opening in Tysons, Virginia. Phase 1 of the community is more than 80% presold.



A PEEK AT A STUNNING **APARTMENT HOME!**

*Architectural renderings are subject to change.



NEW BEGINNINGS IN ARIZONA

Splendido's Villa Homes are now welcoming residents

With the completion of new Villa Homes in our Life Plan Community in Tucson, 2020 marked the start of move-ins to these spacious residences. "The location, the Villa itself, and the features are wonderful," says George Pellingier, a new Villa Home resident. "I think it's pretty good to wake up and see those mountains, see the snow at the very top, and play golf at the very bottom—that's living!"



OPEN FLOOR PLANS & MODERN FINISHES
ADD DISTINGUISHED DETAILS
TO EVERY VILLA HOME.



THE POWER IN *progress*

EMBRACING INNOVATION

For 20 years, Mather's community-based initiatives have provided opportunities for older adults to connect, learn, and contribute in their neighborhoods. With the onset of the COVID-19 pandemic, we made the difficult decision to close our Mather's—More Than a Café locations and cease in-person programming around Chicagoland. We are actively exploring new ways to serve older adults and meet their evolving needs and desires.



PARTNERING SMARTER FOR MORE WAYS TO GROW

2020 ushered in exciting new virtual opportunities, including a wealth of world-class digital programming through our partnership with the esteemed **Chautauqua Institution**.

With Chautauqua Institution's CHQ Assembly—a new, state-of-the-art video platform—Mather residents and staff can access lectures, worship services, performances and visual arts, recreational programs, and more on their computers, mobile devices, and televisions.

Mather residents and employees can access CHQ Assembly programs free of charge through 2021 at mather.com/chq.





RESEARCH THAT *inspires*

INFORMING THE INDUSTRY THROUGH
CURIOUS COLLABORATION

Mather Institute and its partners continue to drive progress in aging service innovations

Mather Institute—Mather’s research arm dedicated to conducting and sharing studies related to aging and wellness—works with a variety of partners each year to achieve notable research findings in the field of aging services. Through landmark research studies, often in partnership with universities around the country, the Institute helps shape the industry by sharing insights, information, and best practices...and this past year was no exception.

NEW RESEARCH PANEL

Our powerful new resource for collecting data and sharing discoveries

Mather Institute Research Panel was launched to explore people’s motivators, behaviors, and attitudes. This panel, comprised of participants from across the United States, serves as the foundation for future Institute studies on topics such as motivators of healthy behavior, resilience, positive aging, and more. Anyone in the US age 18 or older can join the Research Panel at matherinstitute.com/panel. In exchange for participation, members will receive a copy of the research findings they help inform.

THE AGE WELL STUDY

Offering key insight into the impact of Life Plan Communities

2020 marked the midpoint of the landmark five-year Age Well Study—an ongoing project developed in collaboration with Northwestern University. The only national longitudinal study evaluating the impact of living in a Life Plan Community on residents' health and well-being, the Age Well Study's third year focused on resident happiness and life satisfaction.

YEAR 3 FINDINGS AT A GLANCE:

- Even during the pandemic, residents of Life Plan Communities reported levels of happiness and life satisfaction near the top of the range.
- Satisfaction with daily life and leisure activities was strongly associated with overall happiness.
- A sense of community and belonging left residents happier and more satisfied.

INDUSTRY RESEARCH

A range of valuable industry reports were published in 2020

Each offers unique information to drive innovation within Mather and in the aging services industry.

- Innovation at Work 2020: Promising Practices Award Recipients That Are Reshaping the Aging Services Industry
- Baby Boomers at Work: Work, Wellness, and Retirement Considerations of Baby Boomers Employed in Senior Living
- Inspiring Next Practices: 2020 Innovative Research on Aging Awards
- Stumbling Blocks: Identifying and Overcoming Older Adults' Barriers to Physical Activity
- Wellness Coaching: Older Adults' Motivators and Barriers to Holistic Wellness and Wellness Coaching Participation
- Message Matters: Using Messaging about Aging to Promote Wellness among Older Adults



ACKNOWLEDGING ACHIEVEMENT

ACCOLADES THAT BRIGHTENED OUR YEAR

We're honored to have received notable recognition in 2020

Our sincere gratitude goes out to all Mather residents, team members, partners, and colleagues. Your contributions are key to achieving our vision of changing the way society views aging.

- **The National Association for Business Resources** awarded Mather with recognition as one of the Nation's Best and Brightest in Wellness.
- **Senior Housing News** named Mather's President & CEO Mary Leary as a 2020 Changemaker for her pioneering work in advancing senior living.
- **ICAA NuStep Beacon Awards** were earned by Mather Place and Splendido, being ranked among North America's Top 25 Best in Wellness.
- **Healthcare Real Estate Insights** awarded Splendido an Insights Award for Best New Senior Living Ground-Up Development for its recent renovation and expansion.
- **Modern Luxury DC** listed The Mather in Tysons as one of three Best Apartments in Washington D.C.
- **The Arizona Daily Star** readers honored Splendido with its 2020 Readers' Choice Award for Best Continuing Care Retirement Community.
- **US News & World Report** ranked The Mather Life Centre and Sonora at Splendido as two of America's best nursing homes, as determined by their top five-star ratings from the Federal Government's Centers for Medicare and Medicare Services.
- **The National Association of Home Builders (NAHB)** awarded The Mather in Tysons three Silver Awards for its impactful marketing materials.
- Mather has received national certification as a **Great Place to Work**. We also ranked **#29 in Best Workplaces in Chicago**.



HERE'S TO WHAT COMES *next*

Embrace each new moment that transcends the ordinary & make the future **Next**raordinary.™



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