

SPECIAL EDITION: HEROES OF UNIVERSAL



“Resilient beyond words.”

- Nancy G., Medical Director

WE SALUTE YOU!

Universal Institute has always attracted those who want to make a difference in the lives of others. The staff here feels a higher calling and always rises to the challenges in front of it. This happens every day, but it is especially apparent at this moment in our history. You are truly HEROES!

We care for an incredibly special group of people with some of the most complex needs in our industry and our teams routinely surround each of our clients with the extraordinary care they require. While we have certainly faced challenges in the past, this pandemic is unprecedented, and we know that our staff members are balancing understandable concerns for their families and friends, precautions for their own health, and changes to their lives outside of work. At the same time, we know that they continue to do everything they can to provide the level of care that our clients have come to depend on from this great organization.

Our current situation is unique in that there is no part of the organization untouched by this public health emergency. Nevertheless, our teams stand tall. They don't back down: From the front-line direct care staff who lived – for months on end – with clients at the height of the pandemic; to the nursing teams who staffed and managed our Quarantine Zone (QZ) 24/7; to the therapy and day staff who continue to provide the ongoing activities and clinical services that our clients so desperately need; to the transport and maintenance teams who ensure that everything keeps moving and doesn't break down; to our administrative teams who ensure that we are in compliance, keep employees paid, and have the necessary authorizations and funds to keep the lights on; and, of course, to our executive leadership team, who have methodically executed their duties in order to keep the organization moving forward under extreme stress. Words will never be able to adequately thank you for your dedication, your perseverance, and your heart. All of us across our organization are forever grateful.

In our 30-year history, we have not seen more dedication, innovation, and willingness to help than we have during these past few months. We have never been more proud to work with this wonderful team.

As we do everything in our power to keep everyone safe, our staff members are doing everything in their power to care for our very special clients in a rapidly-changing world where new information is arriving in real time. We all hope and pray that this pandemic will end soon, but until it does, we are all in this together.

Thank you for everything you do. You are a daily inspiration.

Adam Steinberg
President & CEO

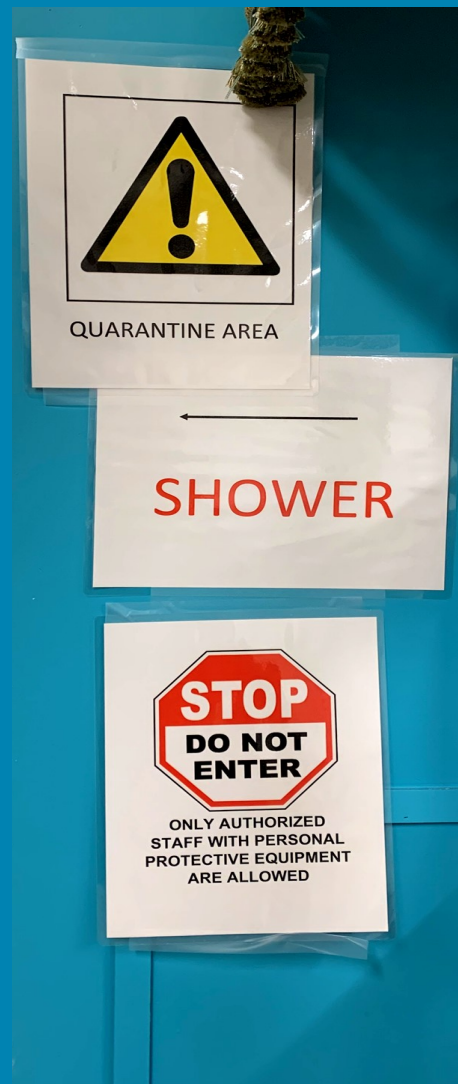
Lisa Lasso
Vice President & CFO



Quarantine Zone

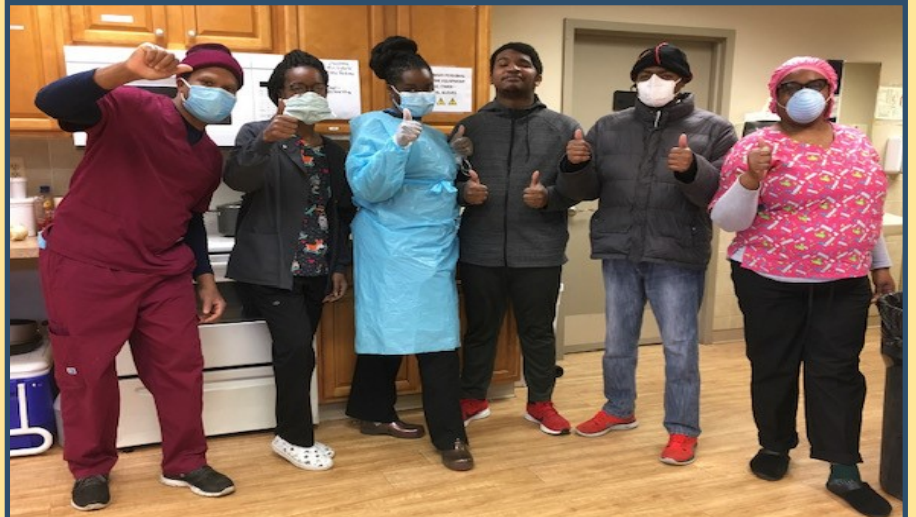


Above: Our QZ team of nurses and direct care staff lived at the rehab for over two months to provided 24/7 care to the clients affected by COVID-19. With the support of our maintenance team, our rehab transformed into a hospital within a matter of days. A HUGE thank you to all involved in creating a safe zone for our clients during the peak of this pandemic.



With the dedication and support of our team, our clients made full recoveries and graduated from the QZ zone.





**Thank you QZ
Team for your
commitment &
dedication!**

**“Thanks for taking
extra special care
of me.” - NJ client**

**“Thank you for
keeping me
healthy.” - NJ client**

**HEROES
WORK
HERE**





March 4, 2020,

“Why is this time so crucial to New Jersey and the residents of Universal Institute? It was at this time that New Jersey had its 1st official Coronavirus case submitted. In that month, life at Universal turned upside down with big CHANGES that were about to incur on the residents and staff.

Staff quarantined in the houses with the residents for nearly two months to support our health and safety as the number of positive cases continued to rise. That meant staff were working 24 hours, 7 days a week. Talk about life altering? These are men and women risking their lives and separating from their families to maintain the safety of the clients they serve. How would clients survive this pandemic if it were not for the tremendous courage and huge heart of all the residential staff!

Everyone has and still to this date are faced with difficult choices, but I Greg, wish to thank the entire Universal team for their professionalism and dedication during this most difficult time.”

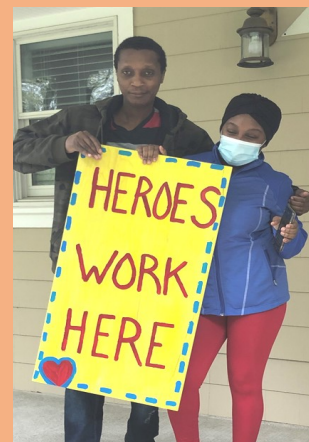
- Greg (NJ client)



Left: Members of our Livingston team working together to create signs to be placed in each group home across our New Jersey and Pennsylvania locations. Our slogan “Heroes Work Here” was chosen to remind our dedicated staff that their hard work is valued. They are the true heroes.

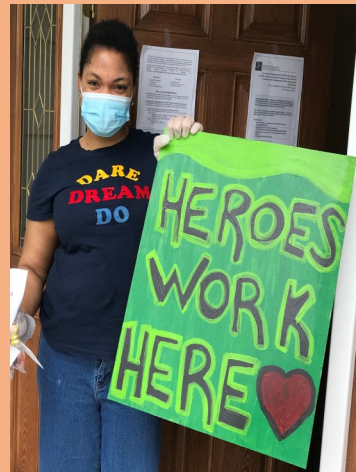
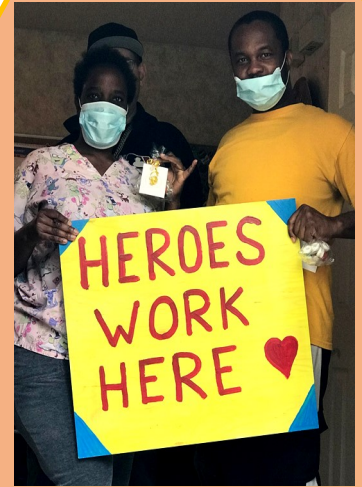
Our Dedicated Group Home Staff

“We know how hard
you’re working. We
really appreciate
it!” - John (NJ client)



“How would clients survive this pandemic if it was not for the tremendous courage and huge heart of all the residential staff!”

- Greg (NJ client)



Livingston, NJ TEAM



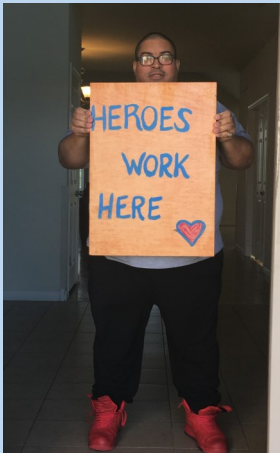
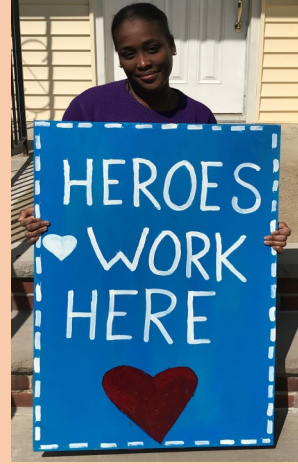
“I don’t know what I would do without you.”

- Elanda (NJ client)



Livingston & Long Branch, NJ TEAM

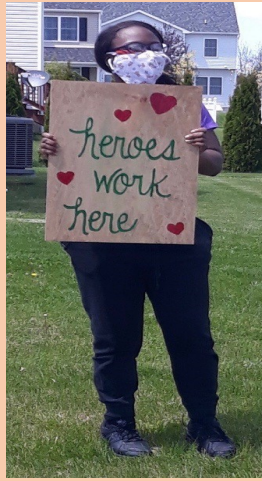
“ I love my staff and appreciate them very much.” - Amy (PA client)



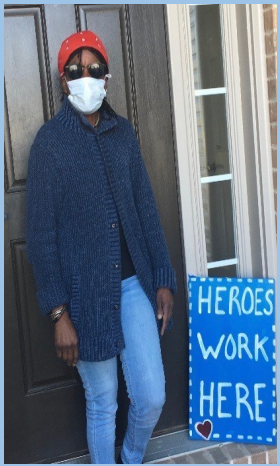
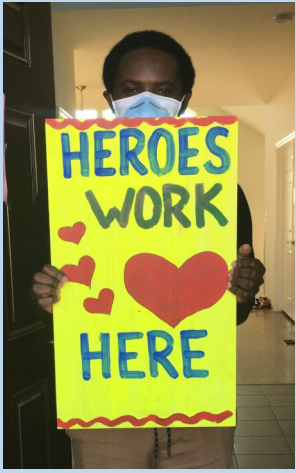
“(My aide) has been really attentive to us and gives me a good feeling having someone watch over me.” - JP (PA client)



Thank you NJ and PA heroes for providing 24/7 support to our clients in their group homes!



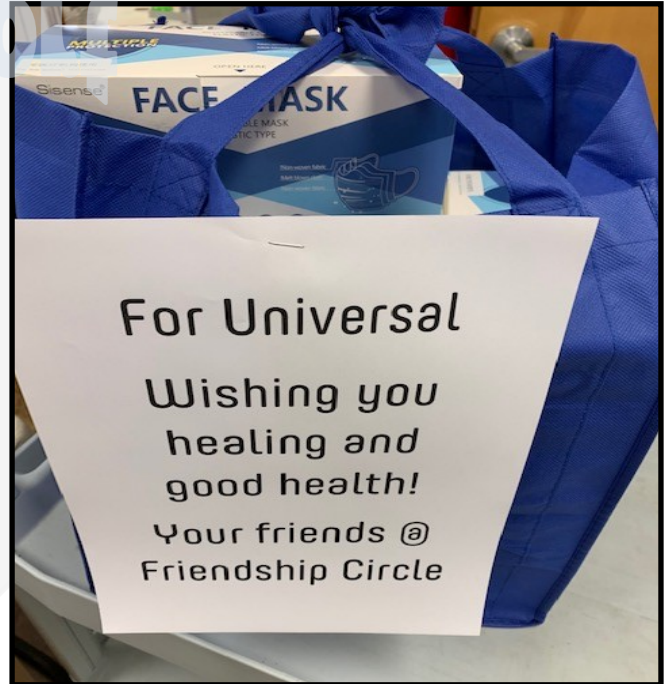
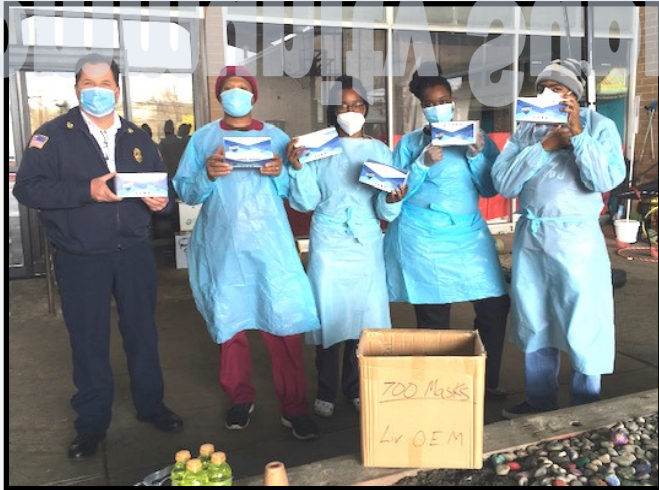
"It meant a lot that they were living here 24/7." - NBZ (PA client)



"The aides are everything to me. They are like family." - KG (PA client)



Community Support



A huge thank you to our community members for donating and hand making masks for our QZ team.



When Universal was in need, our extended family sprung into action! Recent directives to wear facemasks have hindered a vital resource for our hearing-impaired community. People with hearing difficulties often read lips to help them understand a speaker's message. Unfortunately, traditional masks block the wearer's mouth as they speak, obstructing a hearing-impaired individual's ability to read lips.

Knowing that some of our clients and staff were in desperate need of a solution, Mrs. Sue Dick and Lauren got to work! They used their creativity, ingenuity, and HEARTS to fabricate masks with clear plastic shields, which serve to reveal a speaker's mouth in motion. The Universal community is so thankful for this endearing expression of care for our clients and staff. We are deeply grateful for this gesture of compassion!



Willie, we will miss you and your laugh. Thank you for leaving us with words to live by.

Thank you for reading! This special edition newsletter is dedicated to our Universal heroes.

Thank you medical.

Thank you residential.

Thank you transport.

Thank you maintenance.

Thank you execs.

Thank you admin.

Thank you therapy team.



UI STRONG.