

Frequently Asked Questions: Trilogy Transition

Home Office

Q: How did Trilogy Health Services become involved with Kingston?

A: Our organization is entering an exciting new chapter with a planned transition to Trilogy Health Services, a highly respected senior living provider. This step reflects a thoughtful succession plan led by our CEO and President, George Rumman, after nearly 40 years of visionary leadership and dedicated service to our residents and employees. Because of Kingston's strength and success, we had the rare privilege of choosing our partner, a choice not often available in transitions like this. After careful consideration of several interested organizations, George selected Trilogy, led by CEO Leigh Ann Barney, as the partner who most closely shared our values and approach to care.

Q: When did Trilogy become involved with Kingston?

A: Over the past several months, George met with potential partners to determine who would be the best fit for Kingston's next chapter. Once the agreement with Trilogy was finalized, our priority was immediately to share the news with our employees, who have been at the forefront of every decision.

Q: Why Trilogy?

A: At the heart of George's decision was our people. Trilogy stood out because of its strong alignment with our values and its reputation for putting employees first. That commitment, along with their proven approach to supportive workplaces and quality care, gave us confidence this partnership will strengthen Kingston's future while preserving what has made us successful.

Q: How will this affect Home Office employees?

A: Home office employees are guaranteed to retain their current salary for 12 months following the closing date. This guarantee remains in effect unless the employee voluntarily resigns or is terminated for cause. The office will remain open and fully operational during that time. This provides a strong foundation of stability as we begin this exciting new chapter together. After the 12-month period, roles and office operations will be thoughtfully reviewed based on the evolving needs of the organization, with any changes communicated well in advance to ensure transparency and support.

Most importantly, our partnership with Trilogy brings tremendous opportunity for growth, innovation, and collaboration. Home office team members will play a vital role in shaping the future, supporting our community teams with the leadership, resources, and consistency they need to thrive. We're confident that this transition will open doors to new possibilities and strengthen our shared mission of serving others with excellence.

Q: What will happen to the Kingston name?

A: Trilogy recognizes the strength of our brand and is committed to continuing the Kingston name. We want to pause and thank each of you for building such a strong reputation in our communities. Our legacy will carry on, with each campus retaining the Kingston brand with “A Trilogy Community” shown below it, combining the best of both worlds.

Q: What is the timeline of this transition?

A: This transition will take place in phases, with the official handoff scheduled for December. Our top priority is to ensure a smooth process with no disruptions for employees or residents as we approach the holiday season and year-end. Throughout this transition, our goal is to learn from one another, strengthen our partnership, and bring together the best of both organizations to put into practice.

Q: What is changing in December?

A: In December, the only change you’ll notice is the opportunity to meet new people. You’ll see new faces around the building as they learn about the success we’ve achieved over the years and connect with the teams who made it possible. During this time, our focus will be on building relationships, setting clear timelines, and thoughtfully planning how to best integrate our employees into the Trilogy structure.

Q: When will I get to meet the Trilogy team?

A: Date and time for your location will be announced soon.

Q: Will my years of service at Kingston be recognized?

A: Yes. Trilogy will honor your tenure and incorporate it into your employment record.

Q: How will this change affect my compensation and benefits?

A: During this first phase, there will be no changes to your pay, your compensation will remain the same and will include any typical Kingston review or increase during the transition period. Your paycheck will continue to come from Kingston on the same payroll schedule. Changes to payroll processes are targeted for the second quarter of next year. Trilogy’s HR team prides itself on providing competitive pay rates that are aligned with market data and consistent with its nearby locations.

Q: How will this affect my benefits?

A: Kingston will continue providing benefit coverage including Health Insurance to employees throughout the first phase of this transition. In early 2026, we will begin sharing information about

Trilogy's benefit plans and prepare for the transition to their coverage. There will be no increase in employee costs for carrying Kingston's benefits during the first quarter of 2026.

Q: What will open enrollment look like for 2026?

A: Kingston will have what's called a Passive Enrollment—which simply means that if you're already enrolled in our benefits, you don't need to take any action unless you want to make a change. Your coverage will automatically continue. If you are not currently enrolled but would like to join our benefits, we will be here to support you through that process.

Q: How will a change in benefits affect me in 2026?

A: When it's time to move into Trilogy's benefit plans targeted for the beginning of 2nd quarter, you will have the chance to review your options and select the coverage that best fits your needs. As part of this process, we will take into account important factors such as your current premiums, amounts already applied toward deductibles, medical expenses under the Kingston plan, and other key considerations. Our goal is to make this transition smooth and ensure your coverage continues to support you.

Q: Will my PTO carry over?

A: Yes. Your PTO will carry over in a future phase and accrue based on Trilogy's PTO policy and your recognized tenure.

Q: How will this change affect my current retirement plan?

A: There will be no immediate changes, as this is planned for a future phase. Details about rollover options, contributions, and account access will be shared in a future FAQ.

Q: What support will employees have during this change?

A: We are committed to supporting you through this change with transparency, partnership, and inclusion. Both Trilogy and Kingston leadership will be available to answer questions and provide clarity along the way. We understand that change can feel overwhelming, and our promise is to approach this transition with intention, compassion, and care.

Q: How can I best support this change?

A: The most valuable way you can support this transition is by continuing to do what you do best, providing compassionate, high-quality care to our residents and supporting one another as

colleagues. Change can bring uncertainty, but it also opens the door to new opportunities for growth and improvement. Here are a few ways you can help make the transition successful:

- **Stay informed:** Make sure you're getting updates from reliable, official sources, such as leadership communications, HR updates, or team meetings. Avoid speculation or rumors, and feel free to ask questions if something is unclear. Staying informed through the right channels helps build trust and clarity.
- **Be open-minded:** New ownership may bring fresh ideas, systems, or approaches. Your openness and adaptability will help shape a positive future.
- **Support your team:** Transitions are easier when we lean on each other. Offer encouragement, share information, and help create a calm and reassuring environment.
- **Focus on our mission:** Our commitment to residents remains unchanged. Keeping their well-being at the center of everything we do will help maintain stability and trust.

Q: What communication is being shared with residents and families?

A: Family meetings will be scheduled to introduce Trilogy and answer questions. Dates will be shared soon. We wanted to share the news with employees first and please allow the Kingston and Trilogy leadership teams to reach out to residents and families in a coordinated way.

Q: How will I be updated about changes during future phases?

A: As we move into future phases, we plan to continue communicating through leadership, our platforms, and FAQs. This current FAQ is designed to provide a clear understanding of the first phase, so there are no surprises. In Phase 2, targeted for the beginning of 2nd quarter, we're excited to introduce the perks, new opportunities for growth, and access to the resources that Trilogy has to offer. That FAQ will provide detailed information on these areas, and we will continue to address questions throughout the process.