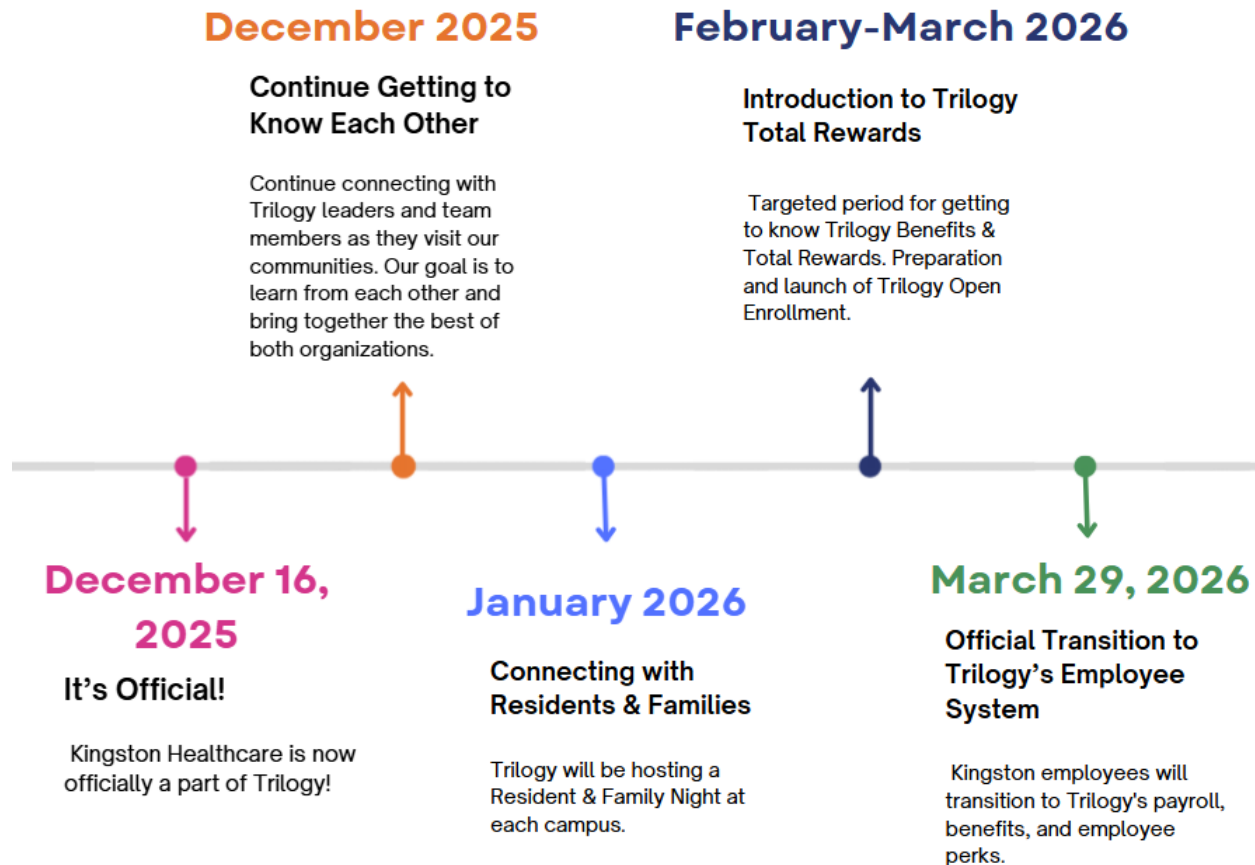


Frequently Asked Questions: Trilogy Transition

December 2025 Updates

Our Timeline:



Q: When will Kingston officially join Trilogy?

A: As of today, December 16th, Kingston has officially joined Trilogy Health Services.

Q: What has happened so far?

A: Trilogy representatives have begun visiting our campuses to:

- Learn more about Kingston
- Meet our teams
- Share their vision for the future

These visits help both organizations understand each other's operations and culture.

Q: What is NOT changing today?

A: Core operational processes will remain the same including:

- Timekeeping, payroll, and employee benefits continue as usual.
- Self-scheduling window targeted for the week of January 4 (details coming soon).
- Employees will receive one W-2 & 1095-C for 2025.
- Our focus on resident care and team collaboration remains constant.

Q: What is happening now with my compensation & benefits?

A: Both organizations are actively reviewing and crosswalking all Total Rewards programs to understand alignment. This includes:

- Healthcare
- PTO plans
- Compensation
- Education Funds and Assistance
- 401(k)
- We are also bringing in new offerings exclusive at Trilogy: Programs such as the Trilogy Foundation, Registered Apprenticeship Programs and more! Details to come.

Because this work is complex and impacts employees differently, some answers are not yet available. We will share information only when we have a complete, accurate picture.

Please be patient as this thoughtful review continues. If you hear rumors, remember our focus is to make this transition positive, even in areas that may seem concerning at first glance.

Q: Are there any current changes to employee benefits or processes?

A: Yes, those include:

- 401(k) Amendment: Notice sent to all participants regarding discontinuation of loan services effective 12/15. Trilogy's 401(k) plan does not offer loans, but Trilogy provides innovative financial support programs such as Trilogy Foundation, Purchasing Power program, and resources for new homebuyers.
- Education Fund: Temporarily pausing new applications as we transition to Trilogy's education support program (effective 03/29). Previously approved applicants will still receive their disbursement. Expanded opportunities coming soon!
- Kingston University: Partnering with Trilogy to determine annual and new hire regulatory training effective 03/29. Remaining 2025 annual trainings and onboarding will continue through Relias. We will not enroll in the 2026 annual plan; instead, we'll transition to Trilogy's training systems on March 29th, 2026.

Q: What can I expect in the coming weeks?

A: In the coming weeks you can expect:

- Trilogy Leaders will continue rounding at campuses to:
 - Understand processes and departmental needs
 - Build collaborative relationships
 - Begin integration planning for future system rollouts
- Trilogy Family Nights will be held in January to allow residents and families to meet Trilogy representatives and learn more about the transition.

Q: Where can I find more information or ask questions?

A: Prevent misinformation, rumors, and confusion by using the following resources:

- Visit the Kingston Homepage → The Transition Hub (beneath Kingston Links).
- Email questions to AskTheTeam@kingstonhealthcare.com. We'll provide answers and track trends for future FAQs.
- Visit Trilogy's Thrive Website: <https://jobs.trilogyhs.com/benefits>