



**\*\*\*Update | December 12, 2025 | 2:30 p.m., EST.\*\*\***

## **Number Increased! Resident Return Planning**

We are pleased to report that we have increased the number of residents able to return to their homes outside of the construction-zone areas from **87 to 92**.

- The return process will begin on **Tuesday morning, December 16**.

**To recap:** Elkhart staff are in the process of contacting all residents and families whose apartments are ready for return next week. To ensure a smooth and safe transition, move-ins will be scheduled to avoid crowding; residents and families are asked to arrive only at the designated date and time provided.

### **Resident Outreach**

Our Marketing Director and Move-In Director continue to visit residents at their temporary locations and are bringing them the updated resident-return figure.

### **Operational Coordination**

Our Executive Director and Director of Operations continue to work closely with construction teams and inspectors to ensure a safe and efficient transition.

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**\*\*\*Update | December 11, 2025 | 2 p.m., EST.\*\*\***

## **Resident Return Planning, Coordination, and Outreach**

### **Resident Return Planning**

Elkhart staff are in the process of contacting all residents and families whose apartments are ready for return next week. To ensure a smooth and safe transition, move-ins will be scheduled to avoid crowding; residents and families are asked to arrive only at the designated date and time provided. The return process will begin on **Tuesday morning**.

We are pleased to report that the number of residents able to return has increased. A total of **87 residents** will be able to go back to their homes outside of the construction-zone areas.

### **Operational Coordination**

Staff are actively preparing the community for residents' return, while the Executive Director and Director of Operations continue to work closely with construction teams and inspectors to ensure a safe and efficient transition.

### **Resident Outreach**

Our Marketing Director and Move-In Director have been visiting residents at their temporary locations, and today they will also meet with those who have been staying with family members.

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**\*\*\*Update | December 10, 2025 | 2 p.m., EST.\*\*\***

## **Resident Return Timeline, Restoration Progresses, Call Center Reminder**

### **Resident Return Timeline**

Our goal is to move approximately 75 residents back into the community next **Tuesday**. We will reach out directly to the receiving facilities and to families to make arrangement.

These returning residents will include:

- Nearly all first-floor residents except two units, and
- Several second-floor residents whose areas are not impacted by construction.

**NOTE:** Residents cannot return to units that require walking through an active construction zone. We ask families to continue working with us to ensure every resident returns to a safe environment.

### **Power Status**

Technicians met today to assess the fire panel. They are developing a list of components that need to be replaced, and Gaylor Electric will handle the repairs.

Power is expected to be restored to approximately 90% by Friday. A few circuits will remain locked out, affecting only a small area in the northwest wing where the damaged apartments are located. **This will not affect our ability to move residents back into unaffected units.**

### **Facility Operations**

**Kitchen and Dining:** The kitchen will be fully functioning on **Tuesday**. The dining room will remain unavailable due to ongoing drywall and painting work.

- All meals will be delivered directly to residents' rooms until the dining area is reopened.

### **Call Center Reminder**

Our Call Center remains available for questions and updates from **8 a.m. to 9 p.m.** at **(574) 389-1776**.

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**Hellenic Senior Living of Elkhart  
2528 Bypass Road  
Elkhart, Indiana 46514**



**\*\*\*Update | December 9, 2025 | 11:45 a.m., EST.\*\*\***

## **Resident Return Timeline, Restoration Progresses, Call Center Reminder**

### **Resident Return Timeline**

Our goal is for residents to return to their homes early next week, except for the 20 units that sustained extensive damage. Servpro is actively working on those units.

- For those 20 residents, our goal is to house them temporarily in other units at our Elkhart community or at our sister community in Mishawaka while their homes are being serviced.

### **Power Status**

We are awaiting repairs to the electrical panel on the north side for full power to be restored to the property.

### **Water Service Restored**

The water main has been inspected, turned back on, and the cleaning process is underway.

### **Facility Operations**

- **Kitchen:** Minimal demolition was required. Work began today, and all food-service equipment is being inspected and cleaned.
- **Elevators:** Elevators have been inspected and are back in service.

### **Resident Outreach**

Our Marketing Director and staff are visiting residents who have been temporarily relocated to other properties, delivering care packages and providing updates on restoration progress.

### **Call Center Reminder**

Our Call Center remains available for questions and updates from **8 a.m. to 9 p.m.** at **(574) 389-1776**.

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**\*\*\*Update | December 8, 2025 | 4:30 p.m., EST.\*\*\***

### **Call Center Hours, Personal Items Guidance, Power Restoration**

First, our residents continue to be safe and are receiving care at their temporary places of residence.

#### **Property Call Center Established**

Hellenic Senior Living personnel are staffing a call center at the property to field questions and provide updates.

- **Hours:** 8 a.m. to 9 p.m.
- **Phone:** (574) 389-1776

Our staff manning the phones will receive updated information on the property's restoration every four hours.

#### **Residents' Personal Items Guidance**

Residents who wish to retrieve personal items *only if needed* may call the call center at **(574) 389-1776** to schedule a time. Our staff will assist residents during the retrieval process.

#### **Power Restored**

Power has been restored to the property. Our team is awaiting required inspections for the restoration process to be fully finalized.

Restoration work due to the extensive water damage will begin tomorrow, Tuesday, December 9.

We continue to work closely with all partners, vendors, and public officials to ensure the restoration process proceeds as efficiently as possible, with safety foremost in mind.

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**December 7, 2025 | 7:35 p.m., EST.**

**Statement attributable to Hellenic Senior Living Director of Operations Tammy Evans:**

Hellenic Senior Living, an AHEPA Senior Living company, is responding to a pipe burst that occurred earlier today at Hellenic Senior Living of Elkhart, affecting 20 apartment units and damaging the building's electrical panel. Our residents are our priority. All residents are safe, and our staff acted quickly to secure the area and relocate all residents to other assisted living communities we reached out to for assistance, where they continue to receive care.

We are assessing the damage to the Elkhart facility. We are advised that in 24 hours the water-damaged electrical panel will be evaluated by Gaylor Electric, and we will know more about the timeline for repairs. Damage sustained to the facility's kitchen has been assessed and the equipment that needs to be ordered will be finalized tomorrow, Monday, December 8.

Alternative housing options for residents have included staying temporarily with family or relocating to Hellenic Senior Living communities in Mishawaka or Indianapolis.

We are in active communication with the residents' families and are coordinating closely with the American Red Cross and other community partners to support residents' immediate needs. We thank them, and our colleagues in the nearby assisted living communities, for their assistance and for stepping up to help us in our collective mission.

We will provide additional updates to families and the community as more information becomes available.

Families with questions can contact Director Tammy Evans at 812-416-0901.

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