April 14, 2020

To our valued residents and families:

As we continue to react to the ever-evolving COVID-19 pandemic, we are committed to openly sharing information with you about the measures we are taking to add layers of protection for our residents and our staff members.

As you know, we took early concrete steps to protect our communities, but we understand the situation is evolving daily.

We have heightened our screening measures for all Team Members entering our buildings. We are monitoring each team member’s temperature as they arrive for work. They will sanitize their hands, complete and sign a survey indicating compliance with infection prevention control measures. We have added an additional layer of protection for our residents and each other by mandating all Team Members must wear a surgical mask while on duty.

As a preparatory measure and to allow us to be able to continue to care for residents affected by the virus while also ensuring the safety of other residents and Team Members, we have established a designated area in both the Villa and the Village completely separated from the rest of the Homes to be used specifically to provide care to residents who get diagnosed with COVID-19. Designated care areas are best practice as per Infection Prevention and Control Canada and have been endorsed by our Medical Director and entire Medical Team. Several of our experienced staff have volunteered to work in these designated care areas and have received additional training.

As you are unable to be here in person right now, please know that behind the scenes, our staff has been working tirelessly to do the work needed to avoid an outbreak. Despite all our precautions, an outbreak may still happen. We know these are very difficult times. We want you to know that we will continue to communicate to you as time permits and to reassure you that you will know if conditions change in our homes.

We understand these are unprecedented times and we thank you in advance for your patience and understanding. We remain dedicated to our residents, your loved ones. Our hearts go out to you during this distressing time.

Sincerely,

Cindy Donovan

CEO