

March 18, 2020

On behalf of Fairview Parkwood Communities' Board of Directors and myself, I want to take a moment to thank you all for understanding and following the new directives that have come from the Ministry of Long-Term Care as we work to respond to the unprecedented COVID-19 situation.

In particular, I want to acknowledge the sacrifices you are making around visiting. It is very difficult to be unable to be with your loved one. I know this from personal experience, as I am restricted from seeing my mother in an LTC Home. I think about her health and safety daily. I'm sure you are doing the same.

Our team is working incredibly hard and I'm so proud of their commitment to the health and safety of every Resident. In addition to their typical day, staff have completed additional education on personal protective equipment, and have heightened the cleaning regimen, including high-touch areas.

We are in constant communication with our suppliers and service providers to ensure a steady and reliable supply of everything necessary to create a healthy, safe home. We are also making contingency plans to add staff, if we should need them.

We are grateful for your support as we take every precaution and proactively work to prevent the spread of COVID-19. We will continue to do our very best in the days ahead to keep you informed through our one-call system, emails and phone messages. And most importantly, we will continue to do everything possible to keep your loved ones safe.

Please call to talk to any member of the leadership team if you have any questions or visit our website for updates. We know it's a difficult time and we appreciate and thank you for your understanding.

In Kindness,
Elaine