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September 18, 2020

Dear Families,

It's hard to believe it has been more than six months since we became aware of the pandemic. We have learned so much and worked so hard to keep your loved ones safe from the potentially devastating impacts of COVID-19; we did this together. I am incredibly grateful for your support.

The purpose of this email is to discuss the recent changes from government regarding visitation. Having visitation reinstated has had positive effects for all of us. Thank you for your patience as we work through the guidelines.

The first program, and an exciting one, is **essential care givers**. We have experienced the initial success of this initiative. Our goal is that it will be so successful we can maintain it through Wave 2. Thank you to those of you who have volunteered to be part of this program and for the way you have embraced the responsibilities attached to the role. You have completed your education, are getting tested as required and follow the necessary safety precautions. You are an invaluable resource to our team and we are so grateful to have you.

The government also introduced '**short-stay' absences**. While we understand the need to take residents off-site for appointments, we are concerned there could be increased exposure to COVID-19. As your CEO, I would like to offer a word of caution and to plead with everyone to maintain their vigilance. This means:

- residents stay within a proven, safe bubble
- everyone wears a mask
- maintaining social distance
- engaging in frequent hand washing and sanitizing

After more than six months, the difficult truth is, we can't do everything we used to do, or the way we want to do them. And it may be many more months before we can return to a more normal life.

Until then, we can't emphasize enough how important it is to continue to practice the only behaviours we have that have been shown to work: wear a mask, watch your distance and wash your hands. We want to add, if you are planning to take your loved one's home for a short-stay, please consider getting a COVID test the week before.

In closing, I want to thank you all for your kind words and gestures of comfort and encouragement as we all work to keep everyone healthy.

Sincerely

A handwritten signature in black ink, appearing to read "Elaine Shantz".

Elaine Shantz, CEO