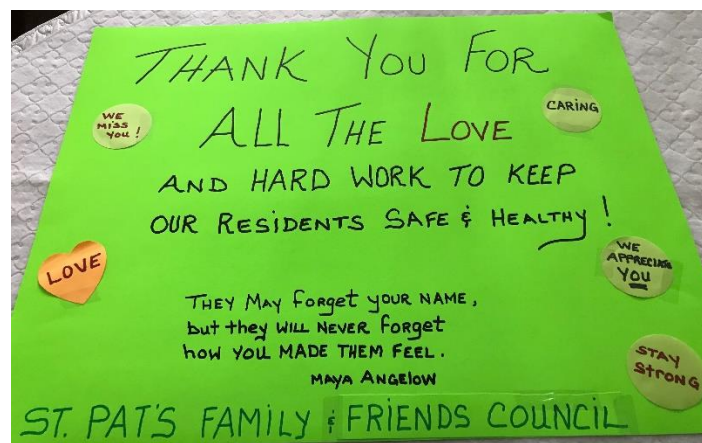


April 9, 2020

UPDATE TO ALL FAMILY AND FRIENDS

Hello, on behalf of all of the staff I would like to thank the Family Council for their kindness in delivering beautiful orchids for each home area yesterday, as well as their thanks via a sign for all staff. In addition, the Family Council has donated gift cards for our staff draws. These caring gestures are greatly appreciated.



The Chief Medical Officer of Health has given new guidelines today which have now been implemented. All staff and any essential visitors will now be wearing surgical/procedure masks to protect the residents. This may be confusing to some of the residents as they are used to seeing staff's faces and smiles, and these will now be covered by masks. Staff will continue to wear full personal protective equipment for droplet precautions when providing care to a resident with respiratory symptoms, including a mask, eye protection, gown and gloves.

COVID-19 testing will be expanded as well to include anyone who is a new admission or returning from an admission to hospital. These people are also on isolation for a 14 day period. Again, the goal is to ensure that all residents are protected. Additional testing will also be done if someone has respiratory symptoms and is in a shared room. The asymptomatic roommate will also be tested and isolated.

We continue to actively screen all staff and residents including a twice daily temperature check as well as screening questions about symptoms.

Please take care of yourself.

Janet Morris
President & CEO