

October 7, 2020

Thanksgiving Message

Dear Signature and Glendelle Residents, Families and Friends,

Despite the ongoing pandemic, we have a lot to be thankful for this year. I know that seems a strange sentiment given the recent spike in cases across the country, but our residents and employees are doing a tremendous job of following the guidelines and keeping our communities safe and healthy. I am so thankful for your continued support, patience and encouragement.

Since my last update in July, we have enjoyed hearing the positive messages surrounding family visits and some “normal” programming back on the calendars. However, with Thanksgiving approaching, I would be remiss not to remind everyone that we must remain as vigilant as ever. Prime Minister Trudeau and Dr. Teresa Tam have publicly advised Canadians to keep groups small over the holiday weekend. Now is not the time to be growing or changing our social circles, especially if your family has children back in the classroom. If you are going to be visiting loved ones outside of our properties, ensure you are practicing physical distancing, wearing masks when you cannot, and washing your hands often.

Wherever possible, each property continues to limit the points of contact between staff and residents, working with redesigned schedules to ensure the same staff are caring for the same residents, and extended shifts to reduce the number of people coming in and out of the buildings.

We want to keep our dining rooms open, if possible, continuing with limited patrons and spaced table set up at meal times. This is going very well and we thank the teams for their creativity and willingness to change as needed.

I remind you, if a resident leaves for an overnight stay with a loved one, when you return you will be on enhanced precautions. Please review your properties most recent Visitor Policy for the rules and regulations surrounding this. NOTE: changes to this policy are coming next week.

The following safeguards remain in place at all properties:

- All staff wear a surgical face mask for the duration of their shifts, and are actively screened, including having their temperature taken, at the start and end of each shift
- Employees change into their clean uniform upon arriving at work
- All residents are screened twice daily, including having their temperature taken
- Screening questions include consideration of *atypical* symptoms in both residents and staff
- Staff perform a Point of Care Risk Assessment prior to each resident interaction
- Physical distancing between residents and employees is practiced at all times, including limiting the number of passengers in elevators to 2, wherever possible
- Activities are limited to groups of 10 (or less) staying at least 2m apart at all times

- Any resident who is suspected to have been exposed to COVID-19 or presenting symptoms is quarantined in their suite and tested
- Any employee who is suspected to have been exposed to COVID-19 or presenting symptoms is to self-isolate at home and be tested
- Any new residents moving in must be tested and receive a negative result within 24 hours *prior* to moving in, and will be in isolation for 14 days
- Residents returning from hospital **MUST** have a COVID-19 test prior to discharge and be transferred to the home within 24 hours of receiving a negative COVID-19 result. They will be isolated in their suite for 14 days
- Since April 22nd, employees are permitted to only work at ONE health care location
- Continued rigorous cleaning of all surfaces
- Residents who must go out for essential medical appointments are given a mask and screened upon reentry
- Residents are to wear masks in all common areas

I hope you all have a nice Thanksgiving Weekend, creating new traditions this year, I'm sure. While it won't be the same, I know the teams at each of our properties will continue to go above and beyond to make it a special one. As I say in each letter, I am so grateful they continue to come to work each day.

Prevention remains our best strategy, and we must remain calm and follow the advice of our local Public Health Units and Health Canada. Stay home. Wear a mask. Wash your hands. Stay connected.

Sincerely,



Steve Strong
Chief Operating Officer