

March 12, 2020

Dear Residents, Family Members and Friends and POAs,

UPDATE ON COVID-19 PANDEMIC PROTOCOLS

We are escalating our efforts to ensure your health and safety is protected to the best of our ability

Effective immediately we are restricting visiting hours. Visiting hours are now from 7am to 7pm. We are restricting the number of visitors allowed in the building at any one time, to six, with each visit lasting no longer than one hour. Visitors will be required to sign in and sign out and use hand sanitizer when entering or leaving the building. We have hired a security company to enforce these guidelines and to screen visitors at the front door.

As before, if you are sick or if you suspect you may be getting sick, PLEASE DO NOT VISIT.

We ask anyone who has recently travelled internationally or even outside of Ontario to please contact management before entering our building. As well, if you are planning on travelling, please notify our management team, by calling (905) 372-1150.

For your information, we have also taken the step of contacting our suppliers and vendors to request their cooperation in limiting their access to our residence. We are working with them to co-ordinate deliveries, so that our own staff can meet drivers at the door to accept and receive shipments.

We believe these escalated protocols will help to keep our residents, our staff and our community safe. We ask for your cooperation.

Thank you,

The Management Team.