

June 1, 2020

A message to our families,

As the warm weather finally sets in, our residents and staff are happy for the opportunity to get a little fresh air and spend time outside (staying on the property, of course).

This also brings up the question we are hearing often from our families: can I come and visit my loved one? We appreciate how important it is for families and residents to spend time together. That's why we've been working so hard these past weeks to connect families and loved ones through virtual visits.

At the same time, we know nothing replaces an in-person visit. We recently launched a survey asking for your thoughts on where we've done well and how we can do better. If you haven't done so already, please take a few moments to complete the questionnaire as your answers will help inform our communications, and our plans for safe, socially distanced outdoor visits. More information on that to come soon.

On another positive note, our staff are doing a great job of keeping that "iron ring" of protection around residents, with all enhanced infection control measures and precautions in place.

We are also working with our health system partners to review our practices and look for opportunities to improve. For example, all of our Homes recently welcomed external teams, such as our hospital and Public Health partners, to work with us to assess our infection control and environmental practices. These proactive reviews have gone well, and we have already acted on the good suggestions made for potential improvements.

Life is different for everyone since COVID-19 began. What hasn't changed in our Homes is our focus on great care, keeping residents engaged and families connected, and finding ways to bring a smile to our residents' faces each and every day. Don't forget to visit our [Facebook](#) page – it will make you smile too!

Thank you for your ongoing support and confidence. If you have any questions or concerns please feel free to reach out to your Home's leadership team any time.