



INSPIRED
SENIOR LIVING

Update as of: March 14, 2020

Dear Residents and Family Members,

I am writing to you today to provide information regarding the Covid-19 pandemic and what we, at Verve Senior Living, are doing in response.

The health and safety of our residents, and the team members who serve them, is always our highest priority. Our teams regularly train for these scenarios as part of our overall emergency preparedness. We recognize that our residents are a more vulnerable group and, as such, it is incumbent on us to act pre-emptively rather than wait for the local health authority to issue directives.

On Monday, March 2nd, we established a Task Force Committee to address our preparedness and provide direction to our homes. The Task Force is chaired by the National Director of Wellness and includes the Chief Operating Officer, Vice President Operations – Western Canada, Vice President Operations – Ontario, Area Manager Calgary, Area Health and Wellness Leader Ontario and the Area Health and Wellness Leader B.C. Five of the seven members of the Task Force have nursing backgrounds.

We immediately implemented a number of measures, including but not limited to:

- Screening for all visitors, staff members and outside service providers;
- Enhanced cleaning procedures for all public areas and high-touch surfaces;
- Cancellation of visits to outside events such as concerts, theater or other gatherings where there may be a large number of people; and
- Reduced the number of entrances and exits in our buildings limiting everyone to a single point of entry.

Public health experts tell us that there are two phases to controlling a pandemic. The first is containment; you try to limit the geographic spread of the disease through steps like quarantining and contact tracing. For COVID-19 in Canada, we are beyond the point of containment. You then shift to the second phase: mitigation. Here, the goal is to slow the spread of the disease. This accomplishes several things. It buys time to put in place strategies to help the most vulnerable. It buys time for seasonal change impacts, as warm weather may reduce transmission of this virus. It buys time to develop medical interventions and possibly even vaccines. And, most importantly, it distributes the cases of

illness over a longer period of time, preventing health care systems from being overwhelmed. This is particularly crucial to saving lives.

The best way that we can mitigate the spread of COVID-19 at this point is through social distancing. Simply put, you put in place protocols to minimize the number of interactions that provide the opportunity for the disease to spread. So, to the extent possible, you limit or eliminate large groups of people from coming together and, if you can't fully eliminate groups from forming, you try to minimize the number of people congregating in close settings. Retirement residences are places that, by definition, have these elements; most notably in their common areas, where residents eat together, do activities together and share bathrooms.

Retirement residences are also open systems with sometimes large numbers of visitors coming and going day-in and day-out. In a pandemic, this openness which is one of the things we value most in our residences, creates a significant risk to those that live and work in our residences. Each visitor brings with them a set of incidental exposures from their travels, not to mention the risk that they may be infected, but asymptomatic.

Given these risks and the guidance that we are receiving from the health authorities, we are implementing a series of new, more restrictive protocols with the intent of protecting the health and safety of our residents and the team members who support them.

Effective immediately, we will not be allowing visitors into our residences. This restriction will include non-essential outside service providers as well as family members.

Effective Monday, March 16th the following incremental protocols will be implemented:

- Set seating times for meal periods to limit the number of people in the dining room at any one time. Each resident will have their own table. There will be more information to come from your General Manager on this in the coming days.
- Cancellation of all non-essential services by outside service providers.
- Life Enrichment activities will continue, however they will be limited to a maximum of 10 people. We will be pleased to add additional time slots for popular activities as needed. We are cancelling all outside entertainment.

We understand that these changes will result in inconvenience and stress for some. While we certainly wish that these additional restrictions were not required, we feel compelled to undertake them given the risks that we face.

We will do our best to give you advance notice of further changes in our protocols as we move forward. If we can, we will provide at least 24-hour notice of further changes, but given the situation, we can not promise that we will be able to adhere to this goal.

Finally, we thank you for your support during this challenging time and would ask you to remember that we make these decisions with the well-being of our residents and team members as our top priority. As such, we would respectfully ask that you do not debate them or question them with any of our team members. We are in an all-hands situation which requires focus and alignment.

If you feel you need an answer with regard to any of the changes to be implemented, please email Scott Quinney, Vice President, Operations – Western Canada at squinney@verveseniorliving.com. We would reiterate that, these and any further changes that we make, are made in accordance with guidelines and best practices established by the leading health authorities with the sole intent of to protecting the health and safety of our residents and the team members who support them.

Sincerely,

A handwritten signature in black ink, appearing to read 'DB', with a long horizontal flourish extending to the right.

David Bird
Chief Operating Officer