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August 11, 2020

Dear residents, families, team members and stakeholders,

I want to thank you for your support as we continue to address the unprecedented challenges from the COVID-19 pandemic. Caring for our residents and team members is at the heart of everything we do and we are committed to continuing to communicate with you throughout this period.

As of August 11th, all of our residences are officially out of outbreak status, with zero positive cases. This progress in reducing and limiting outbreaks, which we are not taking for granted, is a testament to the incredible commitment to vital infection prevention and control measures and the collective hard work of our teams and communities. I also want to give a special thanks to our hospital partners – William Osler Health System, Trillium Health Partners and Scarborough Health Network – for their temporary management support of three of our residences.

When I first took on the role, one of my goals was to visit our residences to thank the teams for their outstanding efforts. I have already visited 11 Ontario residences from Toronto to Barrie to Perth to Ottawa. I have been heartened to see our residents reunited with their loved ones during the resumption of indoor and outdoor visits, and I hope families are enjoying this time together. I will continue our visits, including to residences in British Columbia, in the weeks and months ahead.

We know that we still have a lot of work to do, as we are focused on preparing for a potential second wave. To support us, we have added additional executive health expertise by engaging the former CEO of Mount Sinai, Joe Mapa as Executive Advisor to the Board of Directors; a new Chief Medical Consultant, Dr. Andrea Moser; and one of Canada's premier infection control specialists, Dr. Allison McGeer. We also continue to work closely with public health authorities and government to remain vigilant in our efforts to continue to protect the health and safety of our residents, families and team members.

We also look forward to communicating with you through additional resident-focused, people-driven solutions that build on our current initiatives. For our residents and their families, we continue to regularly share key updates through newsletters and we continue to hold interactive video town hall meetings. Later this year, we will also launch a new call centre for our residents and families, to further improve the ease and transparency of our communication. In addition, for team members, we have piloted our new Crew app, which will allow us to improve how we cascade critical information. Collectively, these new tools will help us build on the important progress we have made together.

Thank you again for your commitment to all the residents we care for.

Nitin Jain
President and CEO