

July 17, 2020

Open Letter from Dana Houle, General Manager, The Village of Aspen Lake, Windsor

To the Aspen Lake Community,

Over the past several weeks, we've seen Canadians all across the country come together in a common purpose: protecting those who are most at risk from COVID-19. We know that this has not been an easy time for anyone in our community, especially since it has meant continued time away from your loved ones. We thank every single person who has done their part to fight this virus.

Our entire team, our residents and their loved ones have been incredibly supportive during this pandemic and we are so proud of the community we have built together. Your care and dedication have been humbling and inspiring.

At Schlegel Villages, we consider ourselves a family. We are saddened today to again share that someone who works for our village has been confirmed COVID positive during a community test.

Windsor Essex Public Health has placed the entire village into a COVID outbreak and has placed two neighbourhoods in isolation.

We are also coordinating with public health authorities to determine any further actions that should be taken to minimize risk to both residents and team members. At this time, all resident visitation will be suspended until the outbreak is resolved. Fortunately, all residents were tested on May 2nd and our team members have been tested every two weeks beginning in June.

Prior to the testing and diagnosis of this team member, our team had already put into place all of the key practices directed by Ontario's Chief Medical Officer of Health and implemented a number of additional health and safety measures, including:

- Enhanced disinfecting and cleaning processes;
- Building a reserve supply of personal protective equipment (PPE) and other supplies;
- Implementing twice daily temperature checks and active screening of residents and team members;
- Restricting access to essential team members and requiring single site employment;
- Mandatory surgical masks for team members when in the village and optional cloth masks for residents.

We understand that you may have questions about your loved ones in light of this information. Please know that we are continuing to provide them with the high level of care you have come to expect, and we are happy to answer any questions you might have. Please reach out to me.



We are continuing to follow the advice and guidance of federal and provincial governments, as well as local public health authorities as matters evolve, and will keep you apprised of updates as they become available.

We would like to once again thank everyone—our team members, residents and their families—for your support and understanding during this difficult time. We know that we are together in this, and will continue to support each and every one of you.

With care,

Dana Houle,
General Manager