

March 19, 2020

To all Schlegel Villages residents;

Firstly, we want to thank you for your patience and trust during this unprecedented time of challenges as our teams work to manage the COVID-19 crisis and protect the health and well-being of everyone who lives and works in a Village. There are many sources of information through media channels displaying endless amounts of information, and we are taking guidance directly from the Chief Medical Officer of Health and The Ministry of Health – guidance that has been changing regularly.

The way our teams continue to act and react is to be commended, but we have also heard how residents are pitching in to help where they can. This is the beauty of our Villages demonstrating the power of a caring community – an interconnected web of amazing people who care about each other. We know that you all have wisdom and experience to share, so please continue to do so.

In order to confront the challenges, we have put together a robust network of committees to manage the information and logistics required to protect the well-being of our residents and team members.

We have a central, decision-making group comprised of both core Support Office team members and trusted, experienced Village leaders that are making the hard decisions we face in real time. Supporting them are more focused groups addressing the unique challenges presented by: Infection Control and Outbreak Management; Communications; Human Resources; Supply Management and Contracted Services; and Administration.

These groups have been working to answer the needs of each Village, which also have internal working group set up to manage their own needs. At times like this, we are grateful to have worked so hard to identify and develop strong leadership throughout our organization; with the support of several key external partners, which are actively involved, we are confident we can manage the variables that have and will continue to emerge during this crisis.

Based on the most recent information we have from the Ministry of Health, we have put mandatory screening protocol into place for all who enter our Villages and we are only allowing essential visitors at the discretion of our

General Managers. We know this is difficult, and it's heartbreaking for our team members to turn these loved ones away, but we're managing a pandemic and our actions are taken to ensure our residents are getting the least amount of exposure as possible to the risks of COVID-19. Our teams are working hard to offer creative solutions to help you connect with your loved ones remotely.

We want to remind you all of the importance of our infection control protocols; seniors and those with underlying health conditions are most likely to suffer severe, dire consequences if they contract this illness. Mitigating this risk is our top priority, which is why only our team members and essential visitors are able to enter our Villages after they clear screening protocols. We appreciate your cooperation and understanding and we ask that residents do all they can to avoid leaving The Villages. If you must, please take all precautions to avoid large crowds.

Our teams are working hard to find solutions for independent residents in our Ailsa Craig or Becker Neighbourhoods so they have access to basic necessities and groceries as this situation progresses. If ever you have any concerns or questions, our teams are happy to answer them

Thank you once again, we're grateful for your understanding that we all have a role to play in support the health and well-being of others, as well as the efforts you're taking to support flattening the curve. Please continue to take care of each other.

Sincerely,



Paul Brown

Chief Operating Officer, Schlegel Villages

