



April 6, 2020

Dear Humber Heights Family,

We sadly announce today that one of our residents who was recently diagnosed with COVID-19 has passed. Our teams have been working tirelessly amid this crisis to care for and support all of our residents, and we were certainly hoping beyond hope to avoid this very news.

As we have seen from news around the world, this illness can have a devastating impact, and today it has hit directly in our Village. We also know this illness is a far greater risk for people who have underlying health conditions, and that was the case with this resident. Our hearts go out to this resident's loved ones and those team members who grew especially close to this person.

Today, we grieve together as a family, but I know we will carry on with more resolve. We will continue to be vigilant and follow our strictest infection control protocols to slow the spread of this illness and protect the health and well-being of our residents and team members.

It is a sad day but I thank you for all your hard work, and your support of each other. Let's continue to look after one another.

Sincerely,

Pauline Dell'Oso

Pauline Dell'Oso,

General Manager

The Village of Humber Heights

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