Sunday, March 15 11:15 am

As we continue to navigate so many challenges and adjust to nature of this crisis, it must be said that the teams in each Village are to be commended. The great thing about a Village is how people come together when times get tough, so thank you for all you do. You are an inspiration. Please continue to keep an eye on each other and make sure nobody is pushing themselves too hard – we must pace ourselves and prepare for this to be our new normal for some time.

It’s worth noting that the team at Glendale Crossing is working hard in the face a respiratory outbreak, and we’re grateful that the testing conducted there came back negative for COVID-19. There are still no cases in any of our Villages, thanks to your efforts and those of your teams. Thank you.

Organizational Update

Who is an essential visitor in our Villages?

At this point, we consider family members or long-standing volunteers who **assist in direct care and support at mealtimes** to be essential – we know that without them many residents would face a sharp decline in health. We trust the Villages know who these people are and will use their best judgment in determining who is essential.

Outside Contractors/Construction Workers?

Please consider this on a Village by Village basis, for it depends on what they are coming in for. HVAC, elevators and kitchens are essential, for example. We ask that our partners **send as few people as possible when required and go through all the proper screening protocols**. This must be decided at the discretion of The Village. If you have specific questions, we will help clarify, but we trust your judgement.

Students

If you have placement students, they are also helping to provide essential assistance and we hope to be able to utilize their help for as long as possible. Be aware that each college or university may have their own protocols in place, and their guidelines will have to be followed, so access to students from different schools may differ or change moving forward.

Payroll Question

Many questions have come in regarding payroll coding for team members who are asked to self-isolate or work from home. The HR and Payroll teams are in the process of finalizing this new process so we can code and track. Your patience is appreciated, and they hope to have this finalized by Monday, March 16.

Travel

We are now asking that all team members restrict travel to any destination outside of Canada and any person who has travelled outside Canada or has **been in contact with someone who has symptoms of an acute respiratory illness and has been outside of Canada in the last 14 days** must self-isolate for a period of 14 days. New screening questions reflecting this wording were sent last night. Please let us know if you didn’t receive them.

Team members, leaders and support office working at other Villages

It is business as usual right now, but if that changes and a Village were to have an active confirmed case, outbreak protocol would apply. There will be a list coming soon to give support office an idea of which Village needs support and in what department.

Residents leaving the Villages

If family members choose to take their loved one home for the duration of the visitor ban, we will do all we can to ensure they are not at risk of losing their bed. We expect the ministry will loosen their rules on this, and we will fight hard if they don’t.

We ask that all residents refrain from leaving the Villages unless absolutely necessary. For our independent residents, we ask that they only leave for essentials, such as grocery shopping or medical appointments, and exercise caution to avoid large crowds.

Can loved ones bring in food for residents? (updated 4pm)

For those residents who are unable stock their own kitchens, of course their loved ones can bring them groceries, for access to food is essential. Again, ask that only one visitor deliver these essentials and make all efforts to limit the number of times they have to come.

In terms of food delivery, this will be left to the discretion of the General Manager. We may not have the ability to utilize staff for deliveries but if the person ordering the food is able to meet a driver at the main entrance, then feel free to use that service.

This must be managed at the Village level, but what we want to avoid is amass amount of deliveries coming into The Village from outside.

Any food delivery person from a service contracted by our retirement residents must pass all screening. We ask that residents and team members try to limit the use of delivery as much as possible, but if it must be used, apply this discretion.

Once again, Thank you for all you do.

Please reach out to the communications team if you have any questions.