

March 16, 2020

Dear Resident/Family Members,

As the COVID-19 virus has become a global cause of concern, we are taking extra measures to keep our residents safe. As of 12:00pm M.S.T on Monday March 16, 2020 we will be closing our doors to all non-essential visits to our facilities until further notice. If you feel the purpose of your visit is an essential visit please coordinate entry with your local Lodge Administrator. Our seniors' safety is our priority as we understand that they are at most risk of severe symptoms from COVID-19. We will be sending updates to family members throughout this time as they come available to us. Feel free to call your local lodge or The Evergreens Foundation Head Office at any time if you have questions and concerns.

Here are some additional measures we will be taking:

- At this moment, residents will still be able to leave the premises, however we are **strongly** encouraging that they do not visit any public establishments or meet with any family or friends that have travelled in the last 14 days. This is subject to change.
- If a family wishes for the individual resident to reside at home with them during this pandemic, we will fully support their decision and help where needed.
- All residents who choose to self-isolate in their rooms, will be provided meals in disposable containers and modified housekeeping will be provided on a case by case basis.

These guidelines are in place for the well-being of our residents and staff. Families and friends of those in our facilities are asked to think of other ways besides visiting that they can support and encourage their loved ones through this difficult time. Some sites will be looking at setting up solutions such as Skype and Facetime apps to communicate with family members. Please contact your local site to better understand what options are available to you at this time.

This situation is fluid and changing daily and we will continue to follow the direction of the Alberta Health Ministry, the Alberta Seniors Ministry as well as our partners at Alberta Health Services.

Thank you for your cooperation during these challenging times.



Kristen Chambers  
Chief Administrative Officer

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