

March 16, 2020

Dear Tenant/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 have closed 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 site manager. 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 site manager 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 tenants 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 tenant to reside at home with them during this pandemic, we will fully support their decision and will help where needed.
- All tenants who choose to self-isolate in their rooms should notify the site manager and communicate daily via telephone with the manager until the isolation period is over.

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. If you require assistance with groceries or the pickup of essential supplies please advise your site manager and we will arrange the appropriate measures to safely have your essential items delivered.

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
