

March 18, 2020

Dear Residents and Families:

First I would like to thank everyone for your understanding and cooperation during this very difficult time. We must continue to realize that we are looking after each other, not just ourselves, and that the measures we undertake and the decisions we make are done so for the health and safety of everyone.

We have been diligent in our efforts so far and as a result we are not aware of anyone being infected. We want to keep it that way. Visitors have not been allowed into the building unless absolutely necessary or an emergency. We are going to go another step further and become more cautious and proactive in an effort to stay ahead of this situation, as approved by Fraser Health.

Starting this Saturday, March 21, 2020, we will begin a self-isolation program for every resident. Residents will be required to stay in their rooms. Our staff will deliver breakfast, lunch and dinner to each room in disposable containers, then pick up when done.

- 1) Breakfast will be simple to start with and will be adjusted as we go.
- 2) Lunch will be a soup, a choice of sandwiches and dessert.
 - front desk will call night before for your choices
- 3) Dinner will be regular menu choices.
 - front desk will call night before for your choices

If residents do not usually have breakfast it will not be delivered to them. As usual, Residents will let the front desk know if they want lunch or dinner. Under these difficult conditions, there will be no alternatives or choices other than what is on the menu.

We know this is not glamorous but it is essential during this very difficult time.

Thank you again,

Pat De Luca, General Manager

