



DEAR COLLEAGUES, PARTNERS, RESIDENTS AND FAMILY MEMBERS:

I hope that you and your loved ones are safe, understanding that at this time many are feeling the stress of uncertainty and quarantine.

We're now well into the second month of isolation and I'm very happy to report that all properties within Retirement Life Communities Group of Companies remain virus free. That said, we know our COVID free status could change at any point and so our teams continue to remain laser focused in all of our efforts.

Palisade Gardens, James Club, Goderich Place and Munroe Village entered outbreak mode on March 22<sup>nd</sup> at midnight, ahead of the official government mandate. This swift action took some getting used to as it came with many challenges for everyone involved, though I can comfortably say that we've now established a solid rhythm at each property despite the circumstances.

Each day brings a new set of requirements and policies to implement. Whether it be sourcing and distributing PPE, ensuring all new measures are implemented swiftly and efficiently across all of our properties, and increasing communication to ensure all of our many stakeholders are well informed. We've been flexible and able to adapt at each step.

We established a committee at the onset of the pandemic which meets regularly to communicate and ensure a steady flow of information between management and staff at each property. The committee has been effective in allowing the senior team an opportunity to check in and evaluate each measure to ensure they are effective, to ensure our staff have the resources to cope and perform their daily tasks, and to pivot as it makes sense.

That said, the round the clock care and isolation measures coupled with the intense media scrutiny and impact of COVID-19 on our industry has not gone unnoticed. My primary concern has been and continues to be the physical and mental well-being of our residents and staff.

New programs have been implemented to replace the daily activities that our residents have come to rely on, including hallway games that allow residents to interact while remaining isolated to their suite doors, FaceTime chats between residents and their families, and regular happy hour. The community has also stepped in in a meaningful way to engage with residents. Whether it be neighbours bringing horses around for a visit, Zumba instructors taking residents through a quick exercise routine from the parking lot, or local choirs singing loudly to all residents while social distancing along the property. Each effort was a demonstration of love and has had a positive impact on both our residents and employees.

I believe the strong management team we have in place at each property, along with the dedication of every single member of our staff has contributed immensely to our COVID free status. Everyone has demonstrated courage, and an unwavering commitment to protecting our wonderful residents and each other. I'm humbled by their contributions and am currently working to provide additional support for all of our staff at home, and while they are in the community.

I can assure you that we will remain resolute in our commitment to protecting Retirement Life Communities Group of Companies and taking every precaution necessary to win the battle with this pandemic.

Sincerely,

Josef Ger  
CEO, Retirement Life Communities Group of Companies