



May 14, 2020

Re: Update from Riverstone

To: Residents and family members;

I am pleased to announce that we have no known cases of Covid-19 in our properties. Maplewood's outbreak status was lifted by Ottawa Public Health on May 2. All residents and staff there have been tested and all results were negative. As a precaution, Ottawa Public Health will test everyone at all retirement homes in the city. We will inform you when we have dates for our properties.

I am proud to work with the Riverstone Team – they have made many sacrifices to come to work in these difficult times. Their positive attitudes and dedication are inspiring. I miss being able to visit the properties to express my appreciation in person. I thank them all. I also thank you, our residents and families, for your kindness and understanding during these uncertain times.

I am pleased that the Ontario government established a Pandemic Pay Program, for our frontline (non-management) workers. They will receive \$4 per hour plus a bonus of up to \$1,000 based on hours worked over a 16-week period. Unfortunately, our hard-working management employees were not included in the program despite our advocacy efforts. As a result, Riverstone has developed its own pandemic pay plan for management employees.

Riverstone's priority is always to and ensure the health and safety of our residents as well as the health and safety of our team members. We are well equipped with personal protective equipment (PPE) for our staff. Riverstone has not quarantined residents to their rooms as a general safety measure. Long periods of quarantine take a toll on their overall well-being. We have decided the best balance is to allow them to circulate in the building and outside on our property while following physical distancing recommendations. Visitors are not permitted in any of our properties except under exceptional/compassionate circumstances. Those visitors are screened before entry is permitted. If you choose to visit your family member by meeting them outdoors, they must remain on the opposite side of our fenced area and you must maintain a distance of 6 or more feet apart. Do not hand parcels over the fence. There is a drop off area in the entrance of all our properties.

Last weekend we celebrated Mother's Day and this week has been our Staff appreciation week and Nurse's week. We have managed to celebrate everyone in creative ways despite the restrictions required. I was pleased to see some of our properties included on the local news segment featuring happy stories. Riverstone has amazing team members whose creativity and enthusiasm shine above Covid-19.

Riverstone Retirement Communities are doing their best to keep you informed through regular updates. If at any time you have questions or comments please contact us. We are always pleased to hear from you!

We are doing our best to maintain the standard of our service and care that you expect and deserve. We appreciate your patience and understanding as we navigate these unprecedented times.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Traub", written over a light blue horizontal line.

Mike Traub
Vice President
Riverstone Retirement Community