

COVID-19 UPDATE



March 12, 2020

Metta Lifestyles Preparation & Response to COVID-19 (novel-coronavirus)

The number of Novel Coronavirus 2019-nCoV (COVID-19) cases continues to rise, but the risk to Canada and to our residents remains low. The safety and well-being of residents and team members remain our first priority. We are committed to keeping you informed of our efforts in response to COVID-19 (novel-coronavirus), including precautions we're taking to help keep community members protected during virus season. Currently, there are no known instances of the virus at any Metta Lifestyles location.

Metta Lifestyles continues to stay updated and follow guidelines from the Centre for Disease Control, Provincial and local healthcare authorities. All Metta Lifestyles properties always have infection control policies and practices in place, as well as Outbreak and Pandemic plans.

The Retirement Homes Regulatory Authority (RHRA) has instructed all retirement homes to implement active screening for all visitors, families, staff, vendors etc. Please be prepared to respond to screening questions upon arrival at one of our properties.

Preventative Steps being taken around COVID-19:

- Posted screening notices for residents, visitors and team members
- Enhanced housekeeping and sanitation practices
- Reinforcing proper hand hygiene practices
- Urging staff, visitors and volunteers to stay home if they are unwell
- Reminders about proper use of personal protective equipment (PPE) for staff
- Regular communication with external service providers and vendors

Metta Lifestyles is committed to protecting the health and safety of the vulnerable population of older adults we serve and our employees against this new virus strain.

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We must continue to remain calm and remember that prevention remains our best strategy:

- Regular handwashing with soap and water or an alcohol-based hand sanitizer (if soap and water are not available)
- Avoid touching your eyes, nose and mouth
- Good coughing etiquette (coughing or sneezing into your elbow or a tissue then throwing the tissue in the trash and washing your hands)
- Staying home if you are sick; and getting your flu shot. It is not too late to get your flu shot

As always, should there be signs of any illness or an outbreak at this community, we will follow the recommended health department protocols, including immediately contacting the local health department and working together to help protect the safety of our residents and team members.

We thank you for your support and understanding in keeping our residents healthy and safe.

