



May 8, 2020

Planning of Outdoor Visits with Park Place residents starting soon

Dear Park Place Residents and Family Members:

It has been a long and often difficult number of weeks of social and physical distancing. Thank you all for being understanding and working with our teams to keep residents as safe as possible.

Health regions in each province are at different places with easing restrictions for outdoor visitation with loved ones living in seniors care and housing. Park Place's Quality Team is working diligently with site leaders and managers to ensure the safest guidelines are in place. We ask for your patience as we work to mitigate the risks. We have done well in managing to keep COVID-19 out of our homes and want to ensure we do not let all this hard work slide.

We are just as committed to facilitating outdoor visits between residents and loved ones as we are to resident safety. **During the week of May 11, we will begin planning outdoor visits.** These plans will ensure screening, appropriate outdoor space for visits, and sufficient staffing for scheduling and visit oversight. Unfortunately, this means that an outdoor Mother's Day visit will not be possible.

In the meantime, please review the following guidelines:

1. **We ask you do not simply show up at the site for a visit.** Please contact the resident's site to find out how to schedule a time to visit. These visits will be scheduled much like digital visits over Facetime and Zoom.
2. **Visitors will not be allowed to enter the building.** Visitation guidelines apply only for outdoor visits and will be dependent on available outdoor space.
3. **Ask yourself if an outdoor visit while maintaining at least six feet of distance from your loved one will be meaningful.** These visits will require bringing your own mask and maintaining a minimal 6 foot distance which could be difficult for the hearing impaired. Some residents with cognitive impairments may find the inability to be near their loved ones very distressing.

We are so close! Your continued support and patience allows us to put the strongest protections in place to keep everyone safe. It is so important for us to keep working together. If you have any specific questions, please reach out to your site leader or general manager. You can also forward general questions to our company email for COVID-19, COVID19@parkplaceseniorsliving.com.

Sincerely,

Park Place Quality Team