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Dear residents, families, team members and stakeholders,

I am committed to improving the way we care for and protect our residents in all areas. With the onset of extreme and lengthy heatwaves in Ontario, we have taken immediate and concrete action to help ensure our residents and team members are comfortable.

Each of our residences is unique and faces different infrastructural realities onsite. To contend with these differences, we are in the process of implementing solutions that will address deficiencies onsite and keep our residents cool.

For example, some older buildings with particularly pressing needs are being outfitted with mobile air conditioning units and these are being deployed to residence hot spots. At select residences, where HVAC systems are in place, we are using equipment – such as large mobile units supplying air conditioning, to evenly distribute air flow. Where necessary, residents may be temporarily moved to cooler rooms and for residents who cannot leave their rooms for medical reasons, we are ensuring they are provided with increased fluids, loose clothing and portable fans. We will also be monitoring room temperatures on each floor around the clock so we can act immediately should humidex levels increase. At the heart of every decision we make, we consider what is best for our residents and team members.

We have been advocating for infrastructure upgrades of long-term-care homes for quite some time and we welcome discussions with government and associations on this issue. While COVID-19 protocols during outbreak have made this period challenging, we will continue to find additional solutions that will keep our residents and team members comfortable in the hot weather, while also preventing the spread of COVID-19.

Nitin Jain
President and CEO