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January 12, 2021

Dear residents, families, team members and stakeholders,

This year has started with both promise and new urgency in the fight against COVID-19. Seniors, frontline healthcare workers and caregivers across Canada are being vaccinated every day, bringing with it renewed hope that some will soon be able to safely hug their loved ones for the first time in almost a year.

I am heartened by all the videos and photos of residents, team members and caregivers in BC and Ontario receiving the vaccine over the past few weeks and you can truly see the hope in their eyes. I want to extend my sincerest thanks to all those who helped make this a reality. Most importantly, I am grateful to the residents, team members and caregivers for rolling up their sleeves to help protect our most vulnerable, and I encourage you all to do the same when it is your turn to be vaccinated. I invite you to [watch a recent town hall](#) with our medical experts, Dr. Andrea Moser and Dr. Allison McGeer, where they provide an update on the latest COVID-19 vaccine developments and answer some important questions.

Despite the great promise of the vaccine, we have not let our guard down and continue to take stringent precautions to keep everyone safe. Community spread remains a significant challenge in large parts of BC and Ontario and some of our long-term care residences are still dealing with difficult outbreaks as a result.

We continue to follow all the directives the governments have put in place and our dedicated teams are working lockstep with hospital and public health partners to fight this terrible virus and care for residents. I am incredibly thankful for their collaboration and dedication.

Please do your part by only leaving home for exercise, to get essential items or for medical appointments, work from home if you can, wear a mask at all times indoors and when physical distancing is not possible outside, and following infection prevention instructions taught when visiting a long-term care or retirement residence as an essential caregiver. Together, all of these actions will help ensure we turn a corner in the fight against COVID-19.

Thank you for your support.

Sincerely,

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