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IN APPRECIATION

From: Ian Woodcock
Executive Vice President and Chief Operating Officer

Date: March 27, 2020

Re: **COVID-19 - KEEPING RESIDENTS AND FAMILIES CONNECTED**

To say the past few weeks have been extremely difficult would be an understatement. We are finding our way through a “new normal” as we come together as a community, province and country to fight against COVID-19. Strong measures and safety precautions are in now place to protect our most vulnerable citizens - our seniors and those with underlying health conditions -from exposure to COVID-19.

Now more than ever, it is critically important that we remain united with a common goal of defeating this virus, supporting one another and ensuring that we not only continue to care for our residents and hospice patients, but also for one another. It is also a time to pause and acknowledge the little things that are occurring in this unprecedented time that are sources of encouragement and inspiration. Within our Care Centres, there are many acts of kindness, caring and compassion that are taking place every day.

Earlier this week, one of our Brentwood Care Centre residents celebrated her 91st birthday! While it was hard for her family members to not be with her in the care centre, the family, with the help of our staff, were able to celebrate this time with their mother! We are touched to share this heartwarming note, thanking our employees for going that extra mile to make it special:

“This week my mom celebrated her 91st birthday and we were worried about not being with her. The team had a cake made for her birthday and they treated her like a queen today.

They’ve sent us pictures and video. Additionally, they let me come to the main floor window so I could talk to her through the window on the phone.

This kind of exceptional care and understanding is what makes this such a special place! I cannot thank the team enough for their care. Today was very special.”

These stories are the words of kindness that can help to encourage us all. We’ve started a special section on our website to share stories like these, and I invite you to share yours with us by visiting our [website](#) or emailing us at info@intercaregroup.com. In the days to come, we will post these stories in the “**Words of Kindness**” section on our website.

I'd also like to assure you that we are looking at different ways we can help to keep residents and their loved ones connected during this time of physical distancing. We have iPads available at our sites that residents can use for ZOOM or Skype calls. We also encourage you to reach out to your loved ones through social media, texting or simply making a phone call. We have included resources on our [website](#) about connecting with loved ones using technology.

Thank you for your understanding, support and respect for the measures Intercare has taken, and must continue to take to protect your loved ones and our employees. We truly appreciate your support and understand your concerns. Together, we will continue to navigate through this unique and unprecedented time, united by a shared commitment to brighter days ahead.

With kind personal regards,
INTERCARE CORPORATE GROUP INC.

Ian Woodcock, BSc, MHSA, CHE
Executive Vice President and Chief Operating Officer