

January 4, 2021

Dear Residents, Family Members & Friends,

My name is Ken Callaghan. Many of you met me in a recent Virtual Townhall. For those of you who haven't had an opportunity to view our CEO Townhall, I will be hosting tomorrow's Townhall, and we will post that information on page two of this document. I hope you will join us or find the time to review the video afterwards.

I appreciate how trying this situation is for you, and I promise you that I will do everything in my power to address your questions and concerns. Larry Levin will continue to advise me for the next month. I want to reassure you that Larry and I are working closely together to minimize the impact of the virus, as I get settled into this new role. We will also send out a more formal introduction via email, to all our stakeholders later this week, or early next week.

Below you will find today's COVID-19 update:

- Number of staff who have tested positive for COVID: 77 (62 resolved)
- Number of resident positive COVID Cases: 95
 - Apartments/Assisted Living: 15 (6 resolved)
 - 1 in SVO 1st floor
 - 5 in SVO 2nd floor
 - 3 in SVO 3rd floor
 - 6 in SVO 4th floor
 - Long Term Care (LTC): 80 Positive tests (63 resolved)
 - 23 in SVO 1st floor (18 resolved)
 - 30 in SVO 2nd floor (30 resolved)
 - 22 in SVToo 1st floor (14 resolved)
 - 10 in SVtoo 2nd floor (1 resolved)

** In addition to this, 3 essential caregivers have also tested positive, and 4 individuals are in hospital. We are sad to say that, to-date, we have had 17 individuals pass-away from COVID-19. We offer our deepest sympathies to the families, friends and loved one's.

For the immediate future, my focus will obviously be on pandemic related issues. I'd like to encourage you to continue to send your questions, concerns or feedback to Laurie Pringle at Info@ShalomVillage.ca. Laurie will ensure that your concerns are addressed with the appropriate staff member, and she will keep me abreast of topics and individual matters where my attention may be helpful.

I am very impressed with the passion, support, and great community that I've seen at Shalom Village, even during this very difficult time. Already, I have received a warm welcome from a few individuals, and I look forward to a time when we will be able to meet in-person, and look to a more positive future together.

Respectfully,



Ken Callaghan
CEO, Shalom Village

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www.shalomvillage.ca

Shalom Village Outbreak Meeting & Townhall

WHO: Residents, Family Members & Invited guests.

WHEN: Tuesday Jan. 5th, 2021 @ 1pm.

WHY: To maintain open and transparent lines of communication with our community. We will provide a current update regarding COVID-19, as well as current activities at Shalom Village. We will allow questions via chat/email, and respond to as many as possible during the meeting.

HOW: Log-in information is below. If you are calling in by phone, you can email questions to info@shalomvillage.ca.

*** Please note: These meetings are intended for residents, family members & invited guests. We ask that everyone respect the needs of residents and family members by restricting participation and sharing of town halls to those to which it is intended ***

Meeting Log-In Information

CEO Outbreak Townhall

Please join my meeting from your computer, tablet or smartphone.

<https://www.gotomeet.me/SVCEOTownhall>

You can also dial in using your phone.

Canada (Toll Free): [1 888 455 1389](tel:18884551389)

Canada: [+1 \(647\) 497-9391](tel:+16474979391)

Access Code: 339-660-845

Get the app now and be ready when your first meeting starts: <https://global.gotomeeting.com/install/339660845>

For assistance, or for additional information please contact:

LAURIE PRINGLE

INFO@SHALOMVILLAGE.CA

Or via telephone at:
905-529-1613 ext. 227

***We are happy to accept questions in advance via email also.**