

January 5, 2021

Dear Residents, Family Members & Friends,

Thank you to everyone who attended today's Townhall. As you know, it was my inaugural Townhall, and despite the internet connection problems in Hamilton, we had a strong turn-out. Although it's been just over 24 hours since arriving at Shalom Village, I am impressed by the dedication and commitment of everyone involved. From residents, to family members, to staff, it's obvious how much everyone cares about Shalom Village.

Everyone here is working tremendously hard to earn your trust, each and every day.

In recent days, many of you have asked questions about how we are reporting the daily statistics. Our daily COVID reporting is a collaborative effort, which we undertake with all our community partners. However, this relies heavily on Public Health to both verify and classify data. Due to varying schedules, timelines, and staffing, this can result in discrepancies.

To minimize these discrepancies and ensure that you are receiving the most accurate data, in a timely manner, we have decided to provide reports three times weekly. These reports will be provided on Mondays, Wednesdays, and Fridays.

We know that these discrepancies can cause undo stress for residents and their loved one's and this will help us to provide the best possible information to you, and hopefully eliminate, any undo worry or concern. Should something urgent or critical arise, we will forgo the schedule to provide you with important information as it happens. Additionally, we will continue to provide our weekly CEO Townhall Meetings through to the end of January, or until our community feels they are no longer necessary, or helpful.

For those of you who were unable to attend today's meeting, you can listen to it in its entirety by clicking on the following link: <http://bit.ly/Jan5CEOTownhall>

Thank you again, for the warm welcome and good wishes. I look forward to speaking to you again next week and getting to know the entire Shalom Village Family in the days, weeks and months to come.

Respectfully,



Ken Callaghan
CEO, Shalom Village