

January 3, 2025

Dear family and friends,

I hope you had a very joyful Christmas and New Year holiday!

As we reflect on the journey we have all shared through the challenges of the pandemic, we want to take a moment to express our deepest gratitude for your unwavering support, understanding, and cooperation. Your dedication to following all health protocols has played a vital role in safeguarding the health and well-being of our residents and staff.

### **Discontinuation of Continuous Masking**

After careful consideration, we are pleased to inform you that we are now ready to discontinue the continuous masking protocol. Starting next Monday, January 6, 2025, continuous masking will no longer be mandatory in our facilities. This decision was made with the residents' quality of life and psychosocial well-being as our top priority, as we recognize the importance of fostering more natural interactions and connections. Most importantly, our residents love to see the warm and welcoming smiles of our staff which light up their days.

While this marks a positive step forward, we kindly ask for your cooperation to adhere to the following health guidelines from AHS to ensure the health and safety of our residents:

- Families/visitors to stay home when ill, no matter how mild the symptoms are;
- Families/visitors who have had respiratory symptoms to defer visitation until they feel well enough to resume normal activities and are free of fever for 24 hours without the use of fever-reducing medications. After which time they are encouraged to wear a mask for an additional 5 days when attending a facility;
- To continue to practice diligent hand hygiene.

You are also strongly encouraged to stay up to date on all recommended vaccinations. If the resident you are visiting is in isolation, please report to the nurse and follow their instructions prior to the visit.

We appreciate your continued support in adhering to these health guidelines as we work together to maintain a safe and supportive environment for our residents. Should you have any questions or concerns, please do not hesitate to reach out.

May your new year be filled with God's blessings, peace and love!

*Enter his gates with thanksgiving and his courts with praise; give thanks to him and praise his name.  
For the Lord is good and his love endures forever; his faithfulness continues through all generations.  
~ Psalms 100:4-5*

With gratitude,  
Kathy Tam  
Chief Executive Officer