

COVID REPORT CARD

PANDEMIC ACTIVITY TO DATE:

- ✓ We have fully complied with all 8 of the comprehensive Chief Medical Officer of Health orders, 304 Public Health Directives, as well as unannounced and announced compliance inspections.
- ✓ We rolled out in excess of 357 processes and procedures to improve our effectiveness in the COVID-19 environment.
- ✓ Several data platforms were quickly implemented for tracking of additional costs related to COVID-19.
- ✓ Additional education sessions were launched to support General Managers, Wellness Managers, and Educators in effectively navigating the ever-changing environment.
- ✓ Management strategies addressing the impacts of the pandemic were successfully executed on multiple levels:
 - COVID-19 Communication cross-functional committee meet three times weekly.
 - Twice-weekly touchdown meetings with employees where held, focusing on two-way communications.
 - COVID-19 Outbreak meetings and protocols were quickly implemented when an outbreak was declared in a community.
- ✓ Internal audits were executed to ensure compliance and identification of risks/gaps and action plans for improvements.
- ✓ The role of Ambassador of Community Experience was launched pre-COVID and demonstrated its key impact in supporting the mental health of residents and employees.

We were honored to receive the Healthy Workplace Month Great Employer Award during a pandemic!



2021 Canada's **healthyworkplace** month Great Employer



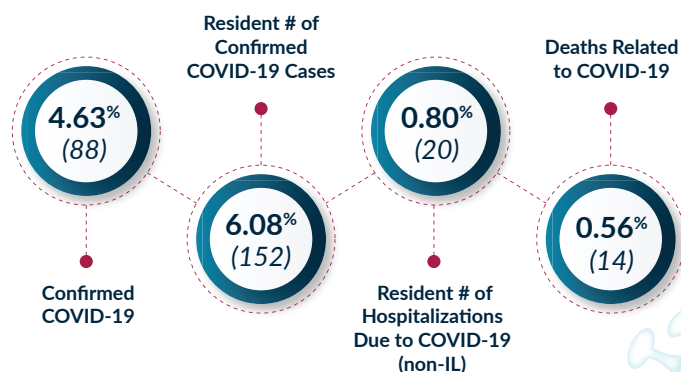
CONNECTING CARE FOR BETTER LIVELYHOODS

KEY ACCOMPLISHMENTS DURING PANDEMIC:

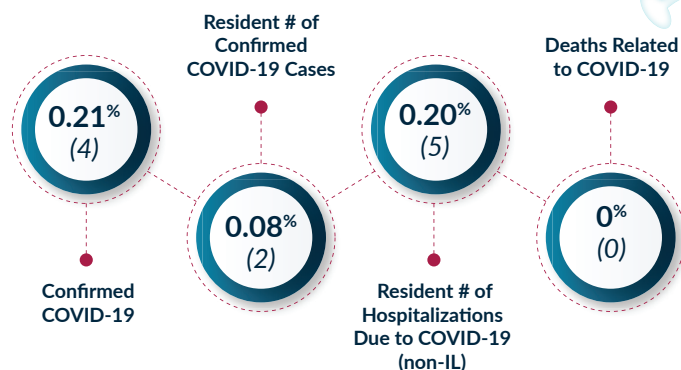
The percentages outlined below are based on 1,901 employees and 2,500 residents. The bullets that say "Confirmed COVID-19" are for employees. The bullets that say "Deaths Related to COVID-19" include the Independent Supportive Living communities.

Fortunately, we have had no employees in hospital and no employee deaths to date.

TOTAL INCIDENTS



WAVE 1 INCIDENTS



WAVE 2 INCIDENTS

