

April 20, 2020

Dear Concordia Village Residents, Families and Staff:

**RE: COVID 19 Update**

**We have had no COVID 19 cases on site among Concordia Village Residents or staff. Our efforts are dedicated to keeping it that way. We ask you to advise us immediately about any symptoms concerning your loved one. While respecting privacy, we will alert all Residents, Families and Staff when or if the current all-clear changes.**

**Please continue COVID 19 precautions - wash your hands frequently, maintain your 6 foot distance from other people in the Village, on the grounds or at other establishments, and sterilize incoming packages.**

**We have re-allocated, not reduced, Concordia Village services:**

Arising from a few inquiries about the COVID 19 impact on monthly rents, there are no rent changes contemplated at this time. We need to clarify - we have not reduced services. We have re-allocated some services to those that are deemed to be more essential. For examples, we have re-dedicated:

- our Chaplain, Recreation, and other staff to work at our Village I and II screening stations,
- our Dining Room Servers and other staff to provide daily breakfast and dinner food deliveries to all suites, and
- our In-Suite Housekeeping Services team to sterilizing often-touched surfaces in common areas.

**In-Suite Housekeeping Services – partially restored, effective Tuesday, April 21:**

Thanks to our Environment Services and Housekeeping Services teams, we are pleased to advise that we now have enough PPE (personal protective equipment) so that our Housekeeping Services people can re-start some essential In-Suite Housekeeping Services. As we are in catch-up mode, we will do essential toilet-area and spills only at this time, once every two weeks. **Please continue to keep your 6 foot distance from our Housekeepers when they are in your suite.** We will raise this essential-cleaning frequency to once per week as soon as we are able to do that.

**Food Deliveries to each suite continue – reminders:**

- Please keep your ledges clear for deliveries.
- Mobile Store order sheets are delivered each Wednesday with food deliveries.
- Please feel free to ask the food delivery team for Mobile Store order forms.

**Dining Room Flooring in Village I – we are using this time, temporarily vacant, to repair the flooring.**

For more Provincial Health information, please access <https://sharedhealthmb.ca/health-providers/coronavirus-resources/> .

If you have Village-COVID-related questions or concerns, please continue to contact me at any time

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