

March 14, 2020

Dear United Community,

With the rapidly changing situation around coronavirus (COVID-19), I want to provide our greater United community – residents, employees, families, contractors and stakeholders, an update about what United is doing to keep everyone in our communities safe.

When international health authorities first became aware that the virus was quickly spreading, with a likelihood that it could move into other countries, we began initiating our preparedness plans in order to be able to respond quickly.

As you may know, flu and other illnesses are not new to older adult communities. We have a professional and extensive care team in place, including registered nurses and licensed practical nurses. Over the years we have gained valuable experience in infection control and outbreak response as we strive to keep our residents as healthy as possible. We are using our experience, as well as the guidance we receive from health professionals such as Alberta Health Services, to make every effort to keep everyone involved with our communities healthy, safe and informed.

We are working hard to limit the likelihood of the virus touching our communities. We have already activated heightened measures such as increased infection control protocols, enhanced cleaning, resident and employee education, and enhanced visitor management, all of which are aimed to keep our residents, our employees and anyone who enters our communities safe during this time. In the coming days and weeks, there may be further measures we may need to take and we will advise everyone as these changes take effect.

I understand the concern that everyone is likely experiencing at this time. We have been providing regular communication to residents and employees especially since the first confirmed case of COVID-19 in the Calgary zone. We have greatly expanded our regular communications to provide reliable and current information. This includes regular resident and employee letters as well as education meetings and in-services. We are committed to continue, and expand as required, this level of communication as this situation changes and evolves.

We know this is a difficult time for everyone. Our operations at both Fish Creek and Garrison Green are on high alert. Our regular dining services remain in place for now, with heightened sanitizing protocols. We have already made adjustments to some of our program offerings and we are constantly evaluating our regular schedule of internal programs. We have developed contingency plans and are prepared to modify operations should that become necessary.

We are implementing enhanced workforce management protocols including the requirement that all employees and contractors who have been travelling outside of Canada self-isolate for 14 days after their return to Canada. We are limiting the movement of employees between our two communities, and certain applicable positions will begin to work from home. As is consistent with our regular operating procedures, we require all employees who are not feeling well to stay at home. Further to this, we have commenced our contingency planning in the event there is a reduced number of employees due to illness or isolation.

Alberta Health Services tells us that the risk of infection is low in Alberta, and we want to keep it that way. I also know that regular visits by family members and friends are important to our residents. At this point we are not restricting visitors to our communities however we are asking that all visitors assess their own health before coming to our community. We are also asking that anyone who has been travelling outside of Canada in the past 14 days also refrain from coming to our community for a 14-day period. Our visitor policy may also be subject to change as the COVID-19 situation changes.

One of the things I am proud of as President and CEO of United Active Living is that we are a local company, with deep roots in the wellness, educational and cultural fabric of the city. We are committed to Calgary and to our United community. We are United. Thank you for your continued support and commitment.

Sincerely,

Kim O'Brien,
President and CEO
United Active Living