



INSPIRED
SENIOR LIVING

A message from our CEO and President regarding COVID-19

Let me first extend our deepest sympathies to all who have lost a friend or loved one to the COVID-19 virus. We, along with others in the healthcare field, are valiantly fighting an invisible foe. The good news is that because of the remarkable efforts of our team members and other front-line workers across Canada, we continue to make progress in keeping people safe.

While we are by no means out of the woods, you can take some comfort in the knowledge that as an organization we've been serving seniors for over 43 years. We do so with professionalism, empathy and a passion for excellence. Our approach to the current COVID-19 challenge will continue to be defined by our values. We will continue to prioritize the safety and well-being of our residents and our team members above all else.

As you would expect, we are working closely with Public Health to test all our residents and staff, beginning with the residences where we have had a resident or team member test positive for the virus. Our safety protocols are proving successful and they will stay in place until there is an effective treatment or a vaccine that is widely available.

These are incredibly challenging times. We understand and empathize with the unease and the confusion that many are feeling. And as much as we look forward to the day when we can once again gather together for group activities, realistically, that day is likely further in the future than any of us would like it to be. As such, we urge you to continue to stay safe and to encourage those around you to do the same.

On behalf of all of us at Verve Senior Living, thank you for your continued trust and support.

A handwritten signature in black ink, appearing to read "John A. Carnella".

John A. Carnella
President and CEO