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Niagara Ina Grafton Gage Village

Memorandum

Date: March 16, 2020

To: All Residents

From: Patrick O'Neill, Chief Executive Officer

Re: 2019 Novel Coronavirus (COVID-19) - Updates

I have been advised that a number of residents continue to allow guests into our buildings via various entrances. In our efforts to keep all residents safe, I would like to reiterate the importance of adhering to the "no visitor" rule with the exception of **essential services only** as outlined in our memo of March 14th.

Further, effective immediately, residents will no longer be able to serve themselves at the buffet in the Dining Room. Additional assistance has been scheduled during meal service and all meals will be provided to residents when they enter the Dining Room.

Your cooperation and understanding in this matter is appreciated.

Sincerely,

A handwritten signature in black ink that reads "Pat O'Neill". The signature is written in a cursive, flowing style.

Patrick O'Neill
Chief Executive Officer

PO/fn