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## *Niagara Ina Grafton Gage Village*

### Memorandum

**Date:** June 2, 2020  
**To:** LTC POAs  
**From:** Patrick O'Neill, Chief Executive Officer  
**Re:** COVID-19 Updates

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We are writing to provide you with an update and comment on the recent military report on five long-term care homes in Ontario. Like you, we find the specifics of these stories to be extremely disturbing and upsetting. We are heartbroken for any of the individuals who have had to deal with these horrible circumstances.

At Niagara Ina Grafton Gage Village, we continue to work tirelessly to ensure that your family member has access to the highest level of care possible as we all navigate the ongoing pandemic situation to the best of our abilities. We are grateful to report that the situation at our home is currently stable and that there are no outbreaks of the COVID-19 virus.

We would like to thank our staff members, volunteers and health system partners for their continued dedication and hard work under challenging circumstances over the past several months. We will continue to do everything we can to deliver the best care possible for your loved one in these unprecedented and challenging circumstances.

Should you have any questions, I encourage you to contact Jane Schram, Director of Resident Care, at Ext. 226.

Sincerely,

A handwritten signature in black ink that reads "Patrick O'Neill".

Patrick O'Neill  
Chief Executive Officer

PO/fn