

## MEMORANDUM

**To:** All BSF Staff, Residents, Families and Visitors  
**From:** Mike Conroy, President and CEO  
**Date:** March 15, 2020  
**Subject:** **IMPORTANT! COVID-19 VISITATION BAN**

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**Effective as of 3:00 p.m. today (Sunday, March 15, 2020) The Brenda Strafford Foundation is implementing a ban on visitation at all Manors due to precaution for COVID-19 and the safety of our residents.**

**Please be assured we do not have any suspected cases of COVID-19 at our sites.** This very difficult decision to ban visitation is based on recent medical advice and emerging and evolving best practices.

**Doors to our sites will be locked to all visitors effective 3:00 p.m. on Sunday, March 15. All visitors currently on the premises are being asked to leave by 3:00 p.m.**

**No visitors will be permitted entry until further notice.** Exceptions will be made for limited special circumstances only (such as for compassionate reasons in the case of palliative care residents at end of life). Exceptions must be approved by the Administrator of the Manor.

BSF has made arrangements to accommodate virtual visits. Contact your site for details.

**No residents will be permitted to exit the building until further notice.** Exceptions will be made for essential medical reasons in consultation with physician and care team, or for unique family circumstances in consultation with the site Administrator.

**All employees (frontline and business office) are to report to work as usual.**

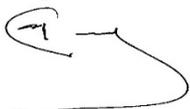
The existing screening measures will remain in place for employees entering the building.

**For important inquiries please contact your site.** We are expecting higher volumes of calls than usual and have extra staff on site to assist with communication. We appreciate your patience and understanding.

**Bow View Manor:** 403-288-4446  
**Tudor Manor:** 403-995-9540

**Clifton Manor:** 403-272-9831  
**Wentworth Manor:** 403-242-5005

Regards,



Mike Conroy  
President and CEO