



September 7, 2020

To our *Generations* Calgary Community and Supporters,

In follow up to my letter from July 6, 2020, I would like to update you on the COVID-19 situation at *Generations* Calgary.

Since June 26, we have had a combination of 18 staff and residents test positive for COVID-19. I am pleased to share that as of September 2nd, Alberta Health Services has declared *Generations* Calgary to be outbreak free, which means that there are no known active COVID cases at the site.

The progress at *Generations* Calgary is due to the hard work of our incredible team, including our dedicated staff, on-going support from Alberta Health Services, and the close partnership of our residents, their families and loved ones. I want to extend special gratitude to all those who have worked so diligently over the past few months to ensure our adherence to guidelines, protect our staff and residents, and ensure that we are doing everything possible to maintain the highest standards of care for the *Generations* community. While I cannot promise that COVID will not return, we are reassured by the exceptional care and diligence of the *Generations* staff and community which I know will continue to be a hallmark of this unique and extraordinary facility.

Recently, I had the opportunity to ask Cindy Simpson, Executive Director at *Generations Calgary*, about her experience throughout the pandemic and particularly the last several weeks. Her response instilled for me a sense of confidence about future growth and progress at *Generations*. *"We have learned many things. I think the biggest is the importance of transparency and communication with residents, families, and staff. We have also seen a community come together to support our staff and residents. As a new site, the pandemic has really brought us together, working as a team with our families, in a community of love and support."*

I am proud that *Generations* Calgary is increasingly considered a model for community-centred care, that its successes and innovative approaches will be researched and documented in partnership with university partners, that its approach is being replicated in other centres across the country, and that the *Generations* vision for healthy, inter-generational, volunteer supported and active living can come to life in both good and challenging times.

To all those who have contributed to its success, I thank you. It is the passion of caring and dedicated people that ultimately turn a facility of brick and mortar into a home of love and compassion. We pray for the health and safety of the *Generations* community, and for all those affected by these challenging times.

Thank you for your continued support.

Mohamud Zaver,
Chair of the Board, Multi Generational Housing and Community Centre (*Generations* Calgary)