

March 11, 2026

Management Response to Family Council Questions – March 11, 2026

Dear Family Council Members,

Thank you for your thoughtful feedback and for your continued engagement in supporting the care and well-being of our residents. We truly value your insights and welcome the opportunity to address the items raised.

1) Meal Time Support

We recognize that mealtime is an important part of both nutrition and quality of life. Each resident has an individualized care plan that reflects their specific needs, including the level of assistance and time required for meals. If you have concerns about a particular resident, we encourage families to connect directly with the Care Coordinator so adjustments can be reviewed and made in real time. Our goal is always to ensure residents are supported in a manner that is respectful, safe, and person-centered.

2) Outbreak Communication

Communication during outbreaks is a priority for us. Families are notified via email, and updates are typically posted on our website. We acknowledge that during the recent gastrointestinal outbreak, the website was not updated as intended, and we appreciate your understanding.

Outbreak management protocols are clearly outlined on signage placed throughout the home for everyone to follow. In addition, staff receive ongoing education and reinforcement of these protocols during daily huddles to ensure consistent application of infection prevention and control practices.

Families can best support during these times by following the posted directions and continuing to support their loved ones while adhering to infection prevention measures. We will also review our processes to ensure consistency in communication across all platforms.



3) Common Area Amenities

Our common areas are equipped with Smart Roku TVs located in dining rooms and unit lounges. These provide access to a variety of programming, including subscription services such as Netflix, Disney+, and Prime Video, as well as free streaming platforms and Roku Live TV, which offers news, sports, movies, and more.

Remote controls are typically secured to each TV; however, as some have gone missing, a master remote is available at the nursing station for families to borrow at any time.

We remain committed to continuous improvement and to fostering a collaborative relationship with families. Your feedback plays an important role in helping us enhance the experience and care provided within our home.

Please do not hesitate to reach out should you wish to discuss any of these matters further.

Ava