



October 20, 2021

Dear Condo Residents,

A technician and an engineer will be on site again today to work on the elevator. Despite a full day of trouble shooting yesterday, they were unable to get the lift going again. Today, the plan is to bring weights to lower the car from the 4<sup>th</sup> floor so the crew can get a better look from the top down. Plus, another team will continue working on the elevator's software.

Everything that can be done is being done to rectify this situation as quickly as possible.

On a happier note, all staff members who were infected by the virus have recovered and there are no positive cases among residents to date.

If all remains clear we hope to be released from outbreak tomorrow.

Our management team is meeting today to put things in place on the condo floors when the outbreak is declared over. We want to encourage everyone to visit your neighbours and congregate in the halls etc.

Daily complimentary continental breakfast will be placed on tables near the elevators beginning Friday morning.

We will continue to provide meals at **no charge** to condo residents while the elevator remains out of service. All desired meals must be pre-selected in advance when you receive the weekly menu.

Weekday happy hour will resume Friday afternoon at 3pm on each floor (again, if all remains negative on the covid front).

Brittany and Natalie will be doing their best to keep you entertained with musician's, games etc. If there is anything you would like, please call their extension (228) and leave a message.

The security guards will remain on site daily from 8am to 8pm to assist those residents who are capable of managing the stairs. In addition, we do have a stair lift/ portable chair that can be used for emergency outings or Doctors appointments. You would have to prearrange the use of the chair with Inga.

Mail Delivery can be offered to your suite if you choose. Please also contact Inga to arrange it.

Again please know we are doing the very best we can to rectify this situation and to support you throughout it.