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April 24, 2020

Ms. Janet Simm, President/CEO
Northwoodcare Incorporated
130 Eileen Stubbs Ave., Suite 1, South
Dartmouth, NS
B3B 2C4

Dear Janet,

The members of Diverse Abilities NS want to extend a message of support to you, Josie Ryan, and the many dedicated and caring employees at Northwood as you respond to the COVID-19 outbreak at your Halifax campus. We know this is a very challenging and difficult time for everyone involved and want you to know that your respected colleagues at DANS are behind you every step of the way.

We also want to acknowledge the strong leadership you and your team are providing with the introduction of your emergency response plan, ensuring additional resources are in place to provide quality care and support of your residents as well as the establishment of a COVID-19 Recovery Unit. You are experts in infection prevention and control in a long term care environment and committed to best practice in the delivery of quality resident care. We know that you are doing everything possible for the many people who call Northwood home and to protect the health and safety of your staff.

In addition, Northwood's efforts to keep families and the public informed is commendable. We can appreciate the difficulty in engaging in media relations activities at times like this, and we think you are doing an amazing job with addressing questions and providing families and the public with the assurances they need.

Please be assured of our ongoing support and know that even in the face of this insurmountable challenge, you are leading the way in our sector.

A handwritten signature in blue ink, appearing to read "Joyce d'Entremont".

Joyce d'Entremont, Chair
Diverse Abilities NS

c: Josie Ryan, Director, Continuing Care, Northwoodcare Incorporated