

Better all together™

April 28, 2020

To our valued partners and communities,

During these uncertain and unprecedented times, SGP Purchasing Partner Network has continued to support our industry partners in the senior living sector. Each Partner in our network, whether they are clients, vendors, or our own team members, is stronger and more responsive together than alone. This rings true now more than ever as we face the challenges resulting from the COVID-19 virus, which as you are aware has hit the senior's community particularly hard.

The SGP sales team has continued to be in communication with the senior living sector (partners and non-partners alike) to offer support and lend a hand where needed. Our SGP procurement experts continue to reach out to new and existing vendors to secure products on a daily basis and have even pitched in to support smooth delivery of supplies to our homes and partners. We truly are all in this together.

The team continues to support all Extendicare and Extendicare Assist Long-Term Care Homes, ParaMed branches, and Esprit Retirement Communities by providing the appropriate PPE to care for our residents and clients safely.

Below are some of the measures we have taken to better serve our partners:

- **Access to PPE:** We have been working hard to help our partners access personal protective equipment (PPE) such as gloves, masks, gowns, and eye protection, along with hand hygiene and cleaning supplies in the middle of a worldwide shortage. Our networks and relationships have helped us overcome the supply challenges to ensure our partners have what they need at a price they can afford.
- **Pandemic Menus:** In collaboration with mijava Corporation of Canada we have been developing new pandemic menus for our homes and communities. Through our network we have sourced food production to provide meals to both our residents and staff to alleviate pressure on our dietary teams, and are developing food programs to assist our team members and their families access groceries in bulk outside of the local supermarkets.
- **New perks and benefits:** Through connections with stakeholders we have identified new perks and benefits to support our frontline team members. We have received a range of offers from various partners including Canadian Tire who want to help with deliveries to our homes and communities, and other businesses who are offering discounts to frontline health workers.

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- **Donations of PPE and emergency equipment:** We are proud to have made donations of PPE and other emergency equipment to smaller homes and communities who otherwise may not have been able to afford the necessary products to protect their most vulnerable. Additionally, we have extended our procurement support to industry peers in the senior services sector across Canada.

SGP Purchasing Partner Network is committed to supporting the senior living sector across the country as we battle COVID-19. We depend on each other, and we support each other. We are all better together as we pursue the right solutions to protect our most vulnerable.

Caring for seniors is in our DNA. We will get through this together.

Sincerely,

Gary Loder

Vice President, Extendicare Assist & SGP Purchasing Partner Network