

**To:** All Employees

**From:** Jason Shannon, President and COO  
Catherine MacPherson, Senior Vice President Operations  
Derek Green, Vice President Operations, NB  
Ian Mader, Regional Director Operations, RLC NS  
Dana Power, Regional Director Operations, Enhanced Care NS  
Cecilia Hartl, Regional Director Operations, RLC ON

**Date:** April 7, 2020

**Re:** COVID-19 Directive to Operations: Non-medical masks to protect others

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Dr. Theresa Tam, Chief Public Health Officer of Canada, has stated that wearing a non-medical mask, even if you have no symptoms, is an additional measure that can protect others around you in situations where physical distancing is difficult to maintain. Wearing a non-medical mask has not been proven to protect the person wearing it. It is an additional way that you can protect others.

In the past number of weeks, we have already begun working towards this strategy and several sites are underway. We have sourced a large number of non-medical masks that can withstand industrial laundering and we are asking for your help in building this supply. If you know individuals or groups who may be willing to assist in producing masks, please contact Kristina Comuzzi-Reader at [kcomuzzi@shannex.com](mailto:kcomuzzi@shannex.com).

In the coming days, you will hear from your General Manager / Regional Manager directly about the timeline for roll out of this at your site, including communication with residents and families. Once this is implemented at your site:

- All employees will be expected to wear a non-medical mask in the workplace.
- All non-medical masks provided by Shannex to employees will be laundered on site, to ensure appropriate temperatures are reached for disinfection purposes.
- Employees must continue to practice physical distancing and frequent handwashing.
- Effective immediately, employees will be permitted and encouraged to bring in their own appropriate non-medical masks from home if they choose to do so. Masks brought in personally by employees must be laundered by the employee and will not be laundered on site.

In order to expedite this, **in the next 48 hours**, for sites that do not yet have their non-medical masks:

- We will **temporarily** provide limited numbers of disposable masks for all employees at each location until the supply of non-medical masks is sufficient at each site to support this.

Thank you in advance for your support and continued efforts to protect our residents and each other.

**REMINDER: Wearing a non-medical mask has not been proven to protect the person wearing it. It is an additional way that you can protect others. Non-medical masks are not Personal Protective Equipment. Employees interacting with residents who are on contact and droplet precautions must continue to use PPE as appropriate to the circumstances.**