

EXTENDICARE

Health Services, Inc.

September 28, 2009

Dear residents, clients, families, team members and stakeholders:

Extendicare, along with our other operating divisions; ProStep Rehabilitation Services and Virtual Care Provider Inc., have taken significant steps to ensure that our organization is well prepared for the flu season this year; especially in light of the current H1N1 pandemic situation.

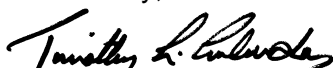
Below are listed the specific strategies that we have engaged to safeguard our residents, clients and our team members:

- Our senior clinical leaders have established a pandemic committee to monitor new developments and implement actions as required.
- Pandemic plans have been created and approved and are based upon appropriate Centers for Disease Control and Prevention Guidelines. The plans address the issues of prevention, education, and pandemic management strategies.
- Surveillance and detection at all levels of the organization is undertaken to include monitoring of public health agencies, government websites and regulatory communication, and protocols for monitoring residents' health status in relation to influenza symptoms as well as monitoring the return to work by staff after illness.
- Frequent communication within the organization occurs to update team members on changes to our plan and to review new vital information.
- Education and training of team members at our health centers has been undertaken to ensure their understanding of proper risk prevention strategies and vaccination benefits.
- Infection control plans have been reviewed including visitor restriction recommendations during a flu outbreak and signage to notify visitors has been provided.
- Personal Protective Equipment has been secured for each health center and team member readiness to use is being reaffirmed.
- Signage and sanitizers are readily available and information pertaining to this issue is posted in our centers to minimize spread of this virus.
- Occupational health strategies have been expanded to liberalize sick leave procedures so as to limit cross infection/exposure of other team members.
- Free influenza vaccines will be provided to team members and residents at each center and at our corporate office.

Extendicare is committed to helping people live better and ensuring that our residents and clients will continue to receive the care and services they expect without interruption is our main priority. Should you have any questions or concerns regarding the please contact center's Administrator or your client service representative.

Thank you for your continued support.

Sincerely,


Tim Lukenda
President and CEO