

May 31, 2018

Dear Toornstra Family,

Thank you for the letter that was written on May 5, 2018. We appreciate the time taken to communicate your collective thoughts and response to the events and decision regarding your brother, Clarence.

Emmanuel Home takes its role in the community very seriously and recognizes how committed so many people have been to the vision and work that goes on each day. We also are committed to providing a safe workplace and environment for everyone who walks through the doors.

Naming actions as 'joking around' unfairly trivializes the effect those actions have had on other people. We have a communal responsibility to maintain the highest standard of integrity and respect in our interactions, and are responsible for the impact our actions have on other people, whether that impact be intended or unintended.

This entire situation has been extremely difficult for everyone involved. On February 22nd, our Executive Director met with two of you and the ensuing open and honest conversation hopefully led to some clarity on what led to the decision. Rest assured, it is our expectation that the same standard is applied to all staff and residents.

The Board stands behind the decision, and we consider this matter closed. As mentioned above, we appreciate the communication on behalf of Clarence and his family.

Sincerely,

Board of Directors
Christian Senior Citizens Homes Society of Northern Alberta

Cc: Darren Sinke, Executive Director