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LS15.2.1 

DATE: November 28th, 2016

TO: Members of the Licensing and Standards Committee

RE: # LS15.2 | Licensing and Standards Committee Meeting on November 30th, 2016

I am writing to share my Letter of Support for Hands on Exotics.

Hands on Exotics has been working with St George Care Community for 6 years. They work with us on a regular basis and have always provided us with:

- An invaluable service to our residents
- Unparalleled safety
- A great deal of comfort to some of our most vulnerable patients
- A regular time of joy and happiness to everyone in our building, and much more

Hands on Exotics is extremely valuable to our organization, and losing their service would negatively affect our programming.

Hands on Exotics has been providing the highest quality Pet Visits to St George Care Community for over 6 years. Our residents look forward to seeing the various animals every Tuesday evening from 1-4PM. Residents are able to touch selective animals, especially residents who are confined to their bed due to medical reasons. Residents have the opportunity to have a Pet visit them in their room which provides a sensory, hands on and tactile opportunity, enabling them to live happily every day. Hands on Exotics also provides education to our residents on a 1-to-1 basis as well as in a group setting. This service provides residents with the opportunity to ask questions and be able to keep informed with the outside world. Hands on Exotics also provides a calming atmosphere for residents who experience outbursts throughout the day, due to medical reasons. Losing our visits with Hands on Exotics will be devastating to our Care Community. This will cause more frequent outbursts and increased violent situations that may lead to other seniors getting hurt. This program brings selective residents out of their rooms at least once weekly knowing Hands on Exotic is in the building. Not having them in our building means residents will become isolated to their rooms. This is not what we want for our Care Community and seniors. Please

consider this letter of Support for Hands on Exotics as we would like to have their continuous support in providing our residents with the highest level of Pet Therapy visits monthly.

Sincerely,

Maria Henry-Spencer, Director of Resident Programs
St George Care Community
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