

## Important: Convention Cancellation Notice

March 16, 2020

To all Delegates, Exhibitors, Sponsors and Speakers:

Our Association has been closely monitoring the COVID-19 situation in Ontario and providing all the support that we can to our members as they work to safeguard their residents and staff.

**Due to the escalating health crisis, we are cancelling our 2020 Convention and AGM that was scheduled for April 22-24.** The Association's Board of Directors made this difficult but necessary decision based on a thorough risk assessment and consultation with Toronto Public Health.

Please note that further information will be forthcoming on alternate arrangements for the Annual General Meeting that will be determined as per our Operating By-Law.

If you registered as a Delegate:

- You will receive a full refund via your method of payment.
- Hotel room reservations that were made via the online link or reserved with the provided discount code will be automatically cancelled and refunded by the Sheraton Centre Toronto Hotel with no charges. You do not need to call the hotel to cancel your room.
- Please cancel any travel arrangements you made to attend the Convention.

If you registered as an Exhibitor or Sponsor:

- Our Tradeshow Manager will be reaching out to you in the coming weeks to discuss reimbursement options and participation in next year's Convention.

We thank you for your support for our event and ask for your patience as we work through the necessary steps to cancel an event of this size with our contracted partners and suppliers.

We know that education is critical to helping you deliver the very best care and manage your operations effectively. We have extensive experience in delivering workshops and training remotely, and we are currently exploring a number of options to deliver elements of the Convention program and other important upcoming sessions virtually.

If you have any questions regarding the Convention cancellation, please contact our Education Team at [education@advantageontario.ca](mailto:education@advantageontario.ca).

We understand that COVID-19 activities are now the priority. Rest assured that we will continue to support you as we all work together to meet this challenge.

Thank you for supporting our Convention. Our success each year is due to your support, and we look forward to welcoming you to next year's event!

Lisa Levin  
CEO