



April 14, 2020

UPDATE TO ALL FAMILY AND FRIENDS

Hello,

We are going to see increased testing within LTC Homes going forward. There are a number of new atypical symptoms identified for COVID-19 which include:

- Unexplained fatigue/malaise
- Delirium (acutely altered mental status and inattention)
- Falls
- Acute functional decline
- Exacerbation of chronic conditions
- Digestive symptoms including nausea/vomiting, diarrhea, abdominal pain
- Chills
- Headaches

As you can imagine these atypical symptoms are not uncommon in the people who live here. If a resident exhibits these symptoms and it is not usual for them based upon a clinical evaluation, we will be requesting public health complete testing. If your family member is being tested, we will tell you and communicate the results. This will mean both an increase in the number of tests being completed and the number of people who will be isolated while awaiting the test results. I will continue to provide, in the daily update, the overall status.

As previously mentioned we had some staff move to work at another employer, after we informed them that for infection control purposes they could not work here and with another employer. In addition, some staff are experiencing challenges with childcare concerns, and there are a number of staff who are not able to work right now as their childcare arrangements are no longer available. This is creating some additional staffing challenges. This may become an ongoing challenge as the pandemic continues. We are hiring as quickly as possible and hope to be able to fill in these gaps. There are days that we have extra staff and other days that we have a lower staffing level. We will be adjusting some routines to accommodate this fluctuating staffing level. We will also be exploring adjusting schedules for baths based upon staffing going forward.

Be well,

Janet Morris
President & CEO