



March 16, 2020

UPDATE TO ALL FAMILY AND FRIENDS

Thank you for your ongoing support as we all deal with the constant and ongoing changes related to COVID-19. We know that this is a very challenging time for everyone, and we are actively trying to ensure that our communication is ongoing.

We know that family, friends, private caregivers and volunteers provide care and services to residents, which unfortunately cannot happen at this time, so we are attempting to schedule additional staff beyond our usual number. We will do our very best based upon availability. We will also reassign staff within the building based upon resident needs. Although we cannot provide the level of love and care that you provide your loved one, we will do our very best!

There have been questions regarding how we are checking the staff entering the building. Anyone entering the building are screened at the main entrance for any symptoms and for travel history. Anyone with symptoms or travel history based upon the public health criteria is excluded from entering the building. Public health is providing us with the guidelines for restricting people with symptoms and travel history and we are following this guidance.

In addition, there are some service providers who are continuing to provide services within the building; the laboratory service, Dynacare; our oxygen provider, Medigas: Mobile x-ray (WMMI); Physiotherapy and Pharmacy services continue. All of these providers are also screened at the front door.

We are evaluating other providers on a case by case basis. At this time the foot care nurse will not be here, and Multigen (Dental and Optometry) has informed us that their services are suspended.

In order to facilitate delivery of items to a resident here, a rack has been set up between the two entrance doors for families to drop off packages. Please put clearly labelled packages on the rack and we will ensure that they are delivered. We know that these special packages make a real difference to residents.

We are working out a process for the families who would like to continue to do laundry for a resident. This will be communicated soon as we want to ensure we are following appropriate infection control procedures.

We are also attaching a message received today from the Family Councils Ontario and the Ontario Association of Resident Councils: **COVID19: A Joint Statement from Family Councils Ontario and Ontario Association of Residents' Councils.** We thank these organizations for their support of long-term care in Ontario as all of us work towards providing the best care during a challenging time.

Lastly, in order to facilitate communication with a resident who has their own telephone you can call directly as opposed through our reception. This may be more convenient for you. The instructions to reach residents directly is also attached to this update.

Lastly, please keep well yourself. We know that many family and friends are in the higher risk category for COVID-19 and we care about you too.

Janet Morris
President & CEO