



March 18, 2020

UPDATE TO ALL FAMILY AND FRIENDS

Hello, the Recreation staff continue to try and reach out to all families to establish a method for connection (telephone call, Skype etc.) with your loved one here. We are reaching out to the last group of families today to discuss the options for connecting. The Recreation staff are trying their best to make these calls while also doing some programs with residents in the Home. I am sure your priority as well as our priority at this time is to keep activities happening for our residents. These calls right now are to discuss how to set up that connection. In the next few days, the staff here will start implementing those connections as feasible. If you have not yet received a call to set up a method to connect to your loved one here, it is coming.

I would also like to assure you that if there is a clinical need to contact you regarding your loved one, this will continue to happen. We know it will be hard not to visit if there is a medical or clinical issue happening, however, we must continue to restrict visitors except for those who are very ill or requiring end-of-life care. We will not allow visitors to enter the Home except in these specific circumstances. Please support us, the staff and the residents by not arriving at the home expecting to visit.

I would also like to thank everyone who has responded to our daily updates. We appreciate knowing that these are of value to you. I will endeavor to keep doing a daily update for the remainder of this week. We will re-evaluate on Friday and let you know what the future ongoing frequency will be.

Once again thank you for your continued support.

Janet Morris
President & CEO