



March 20, 2020

UPDATE TO ALL FAMILY AND FRIENDS

Hello, we are continuing to work very hard to take care of the people living here and to find ways to keep them connected with family who cannot visit at this time. I appreciate that you are being very patient with everyone at St. Pat's as I can assure all of the staff are doing their best in a difficult and always changing time. The Recreation staff are compiling all of the requests at this time, and although it would be ideal to have a daily call or skype call, that may not be possible. We want to ensure that all families and residents have a chance to connect together but your wish for a daily call may not be possible. We will do our best to set up a schedule for calls and skype calls that is fair to everyone.

We are in constant contact with the Ottawa Public Health Unit and can assure you that we have implemented all of the guidelines provided by them. Yesterday, we contacted Public Health as we had two residents on one resident home area with some respiratory symptoms. This is the normal process during any time when there are two people on a home area with symptoms. They have identified that Wexford is on a suspect outbreak and will be testing these residents as well as any others who have any respiratory symptoms for all respiratory illnesses including influenza, RSV and Covid-19. As with any respiratory illness, all residents with symptoms are isolated and staff providing care use personal protective equipment (PPE) appropriate for the outbreak. We have the necessary PPE in the home for these residents. I would also like to remind everyone that St. Pat's has dealt with respiratory outbreaks in the past and has the necessary protocols in place to address these situations.

We would like to also let you know that there will be a Manager in the home on both days on each weekend until further notice. In addition, there is also a clinical manager on call for any urgent clinical matters for the staff here. As always, our physicians are on call again for urgent medical situations.

There have been several questions regarding the packages that families are bringing to residents. Staff have been instructed that prior to picking up these packages they should wash their hands, and they should wash their hands after they delivered the packages. Anyone who is ill or self-isolating in the community should not be dropping off packages for residents.

Take care of yourself and keep well.

Janet Morris
President & CEO