

March 14, 2020



## **A COVID-19 Update to all of St. Pat's Residents/Family Members/SDMs/Staff:**

St. Patrick's Home, along with all long-term care homes in Ontario, has been informed that all visitors are restricted from visiting the home due to the risk of the spread of Covid-19. It is also strongly recommended that residents remain in the Home to reduce potential exposure to the virus in the community.

We do not have any case of COVID-19 at St. Pat's however, as a precaution the Ontario Ministry of Health has directed all long-term care homes in Ontario to restrict visitor access except for those residents who are receiving palliative end of life care. People of all ages can be affected by COVID-19, however, older people and people with pre-existing medical conditions are more likely to become severely ill and die. We know that this will be a hardship for you and for your family member living at St. Pat's; however, we must follow this direction. We know that your priority is the health of your family member and this action is aimed at ensuring that the coronavirus does not enter the doors of St. Patrick's Home. We need to ask you to inform other visitors in your family or friends of this directive.

We will be implementing a few actions to assist you to continue communicating with your loved one and with us. We are getting skype, face time and other video conferencing options set up and will reach out to you by Wed. Mar. 18 to try and determine what may work for you and your loved one and set up a schedule for these interactions. We will make telephones available for residents to make

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and receive telephone calls and assist those that need support. In addition we will set up a schedule of calls from St. Pat's staff to you so that we can keep you updated on the specifics about your loved one. You will continue to receive any information related to your family member in the event of an urgent medical situation.

We will make all best efforts to keep the communication channels open while this visiting restriction is in place.

Family and Friends have asked about making arrangements to bring in items that they usually provide to their loved one living at St. Pat's. The plan will be for you to bring the items in a clearly labelled package with the resident's name and room number and leave it between the doors. This will be picked up regularly throughout the day for delivery to the resident. If it is food, please call reception to inform them that you will be bringing in the food and at what time. We can then be prepared to receive it and get it properly stored.

Please check the website daily for current updates:

<http://stpats.ca/covid-19/>

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