



March 24, 2020

UPDATE TO ALL FAMILY AND FRIENDS

Hello, we have received the results from Public Health of our swabs and I am very pleased to let you know that the respiratory symptoms on Galway and Wexford are due to a common cold. We **do not** have Covid-19 or Influenza A or B. We did a happy dance here today! The residents overall continue to improve. We are continuing isolation at this time until people's symptoms have resolved. The staff remain vigilant regarding any respiratory symptoms and will continue with close monitoring.

We have moved all of the recreation programs to the resident home areas, with no large gatherings to facilitate social distancing (to the extent possible) with the residents. A variety of activities are still happening for the residents who are already living together. The recreation staff are continuing to support the telephone and skype calls. The recreation staff are more available on the resident home areas as the larger activities are not being held. Mass continues but the majority of residents are watching on TV with less than 10 people choosing to attend and no one from Galway or Wexford at this time.

There are window visits happening, with a schedule being developed for a few days at a time. There has been a large number of requests and we are doing our best to schedule these for everyone who has requested this as quickly as feasible. I appreciate your patience as we work to get these established.

Meal times without the help from families, private care givers and volunteers has been slower, however, we have scheduled additional staff to assist at meals, in particular lunch and dinner. In addition to assisting with meal service they are assisting with the snack pass, additional cleaning of surfaces, and assisting residents with getting to and from the dining room. There continues to be other staff who assist at the meal service such as our ward clerks, recreation and housekeeping staff.

The RPN's and RN's are continuing to call the family member who is the primary contact as Substitute Decision Maker or the Power of Attorney for Care. The goal is to have a call every three days just to check in. In the event that there is a need to call regarding a clinical matter this will also happen as per usual. If you are not the primary contact, you will likely not be receiving these calls. It would be greatly appreciated if you can facilitate communication within your family.

St. Patrick's Home of Ottawa, 2865 Riverside Drive, Ottawa, Ontario K1V 8N5 (613) 731-4660

I would like to close today by letting you know of the generosity of our community. We have received a delivery of flowers from Talia Flowers who must now close. We will make sure that these are distributed to the home areas to brighten up the day.

Thank you for your continued patience and support as we work through this very unusual time.

Janet Morris
President & CEO