



March 28, 2020

UPDATE TO ALL FAMILY AND FRIENDS

Hello,

Today is two weeks since the visitor restrictions were put into place for homes across Ontario. Since then there has been many other social restrictions put into across Ontario, Canada and the world. During these past two weeks our dedicated staff have worked very hard at providing good care to the people who live here; to make sure you and your loved one can connect virtually, and have tried to keep you updated on how your family member or friend is doing, as well as providing you with some general information. We will continue and thank you for your understanding as we sort through how to get all of these new communication processes set up. I think we have established some good processes which we will continue to refine as we learn going forward.

There have been no new respiratory cases on Galway since last Sunday. All of the residents that had symptoms are improving and are off isolation. As per Public Health guidelines, the home area will be off outbreak as of April 1st if there are no new respiratory cases prior to that date.

Unfortunately, we cannot predict how long the COVID-19 crisis may last, but together we can make it through!

Janet Morris
President & CEO