



April 2, 2020

## **UPDATE TO ALL FAMILY AND FRIENDS**

Hello, I hope that you are well.

We have no new directives or guidelines today, so no new updates on changes in procedures. We do however have a request. We are looking for infrared touchless thermometers. Although we ordered new thermometers a few weeks ago, delivery is delayed. We are now taking temperatures of everyone entering and exiting the building as well as all of the residents twice per day which adds up to between 800 and 900 temperature checks per day. It would be of great value to the staff to have more thermometers available. We also know that for some residents it is very difficult for them to understand why we are sticking something in their ear twice a day. Touchless thermometers will help greatly. If you are able to provide one, please drop it at the cart at the front door, in a package labelled thermometer with your name and contact information. We will make sure to pick it up right away.

As mentioned yesterday, Waterford is on isolation due to a resident with respiratory symptoms and although there is no test result back, we are in a suspect outbreak. Therefore, with the new guidelines, any staff working on Waterford are wearing masks, and when they provide care to anyone with respiratory symptoms they will wear mask, glove and gowns. As an additional precaution, all staff who move throughout the building such as maintenance, our Behaviour Support staff, physiotherapy, spiritual care are also wearing masks. This will change depending on the test results, but right now we are being extremely cautious.

The residents are very appreciative of the care packages that people are bringing, however, just a reminder that if you are ill with any respiratory symptoms, don't bring the package.

We have ordered some iPads, with Foundation donations, in order to use Facetime for those who have Apple phones or iPads. We are awaiting delivery! Once we get them we will get the iPads set up for Facetime calls. One more option for keeping our communication lines open.

Take care of each other

Janet Morris  
President & CEO