



April 29, 2020

UPDATE TO ALL FAMILY AND FRIENDS

Hello, very unfortunately we have to report that we have received positive COVID test results for two residents on Waterford this morning. These residents have been isolated since April 27 when they presented with different symptoms, one with typical and one with atypical symptoms. The individual families have been contacted to inform them of this today and all of the families on Waterford have been informed of this outbreak.

I am very aware that this is of great concern to everyone and we are working very closely with Public Health to ensure that we have all of the necessary measures and adequate access to the necessary supplies to contain this outbreak. We are aware that this is not the most personal way to communicate this to everyone, but it is the most efficient and quickest way to communicate with everyone. A member of the management team will be following up in the next few days with telephone calls to all families to provide an opportunity for more personal communication.

We will continue to be transparent during this outbreak and will make sure that we keep in touch as we move forward.

The directions, at this point, from Public Health are:

1. All residents on Waterford and any staff who worked there in the past 4 days will be tested. Staff will be excluded until test results are received. Effective immediately we will place all Waterford residents on respiratory isolation and the necessary PPE precautions will be used for each resident even if they do not have symptoms.
2. Residents on all other home areas are being asked to stay in their room and will be served their meals in their rooms.
3. Window visits must be stopped. We will be looking at replacing these with skype visits. We will be looking at this over the next few days to sort out how we can manage this.
4. Hairdressing and physiotherapy services will be stopped.

In addition to these changes our existing measures to prevent the introduction or spread of infection will continue. This includes actively screening all staff and residents twice a day, enhanced cleaning on all home areas and limiting staff movement between home areas.

This is not the news that we wanted but we will work very hard in collaboration with public health to provide safe care to all of the residents. We understand that this news is worrisome, however while some long-term care facilities have been strained with the arrival of COVID many have been successful in containing outbreaks and limiting their impact on residents and

staff. We are very fortunate that the physical environment lends itself to limit the spread of the virus due to the large number of private rooms and the separation within our basic rooms.

While we will not know the extent of our situation until further testing is complete we remain committed to communicating with you throughout this journey.

We are fortunate that our existing measures have delayed the introduction of COVID into our home and we will benefit greatly from the improved support from all levels that have been introduced over the last five weeks. We are committed to working tirelessly with all resources available to us to ensure the health and well being of the entire St. Pat's family.

Be well and continue to provide your support to the staff and residents of St. Pat's.

Janet Morris
President & CEO