



April 30, 2020

UPDATE TO ALL FAMILY AND FRIENDS

Hello, given our two positive COVID test results yesterday, we are in the process of putting into place new routines and supporting both staff, residents and family members as we come to terms with having an outbreak. The Management team has started to call all of the families outside of those with loved ones on Waterford as a follow up from yesterday's update. You will be getting a call soon, if you have not yet received one.

We are doing okay today and working out the new normal with residents remaining in their rooms. The residents are safe and sound.

Although we are now dealing with COVID in the home, I am heartened by the fact that across the province there are 32 homes who have been able to resolve an outbreak with no deaths. These homes are our inspiration. There are also a large number of homes that have an outbreak but they have contained the outbreak to a very few residents and staff and are moving toward resolving the outbreak.

Here is a summary of the actions in place to date:

- All residents and staff are screened twice daily including temperature checks.
- All staff are wearing surgical masks at all times in the home. This is referred to as universal masking.
- Waterford resident care is provided with full droplet precautions. PPE includes gown, gloves, mask and eye protection. We have no resident results back yet from Waterford.
- All residents are now asked to remain in their rooms as a physical distancing measure.
- Any resident with typical or atypical symptoms is tested and on isolation until test results are received.
- Staff are only working in one health care organization.
- Additional cleaning is being completed in all areas with attention to the high touch surfaces (doorknobs; railings; bed rails; keyboards; chair arms; elevators; etc.)
- Despite having all of the staff who worked on Waterford away for testing, we have been able to have almost full staffing for today to provide care and services with residents in their rooms.
- We have enough PPE (gloves, masks and gowns) and know that we can access PPE if required through a regional and provincial system.
- Meal service in the resident room is being provided and seems to be working quite well. People who require assistance are given that support in their room.
- Public Health is working with us to ensure that all of the infection control measures are in place to contain this virus. We are fortunate to be able to learn from other homes and with Public Health identify the necessary steps to take to successfully contained the virus.

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Today Public Health is doing a visit to give us an objective review of the actions in place and to assist in identifying any gaps. We are very appreciative of this as it will assist us in ensuring that the practices in place are the right ones and to identify any additional measures which we can put into place. We will have a better understanding of next steps following this consultation with Public Health.

We have been informed today that Public Health will be providing testing support for all of the residents, except those living on Waterford who were tested yesterday. This will be completed on Saturday, May 2. Staff will be able to have testing completed as well at St. Pat's on Saturday which will be very valuable. This will provide us with a better understanding of the status of the virus within the home and facilitate the necessary isolation and PPE precautions. The understanding of this virus has changed significantly from when this started to now, and it has become clearer that people can have the virus but be asymptomatic. This expanded testing will more clearly identify if there are any asymptomatic positive people at St. Pat's.

Have hope and be well,

Janet Morris
President & CEO