



May 5, 2020

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

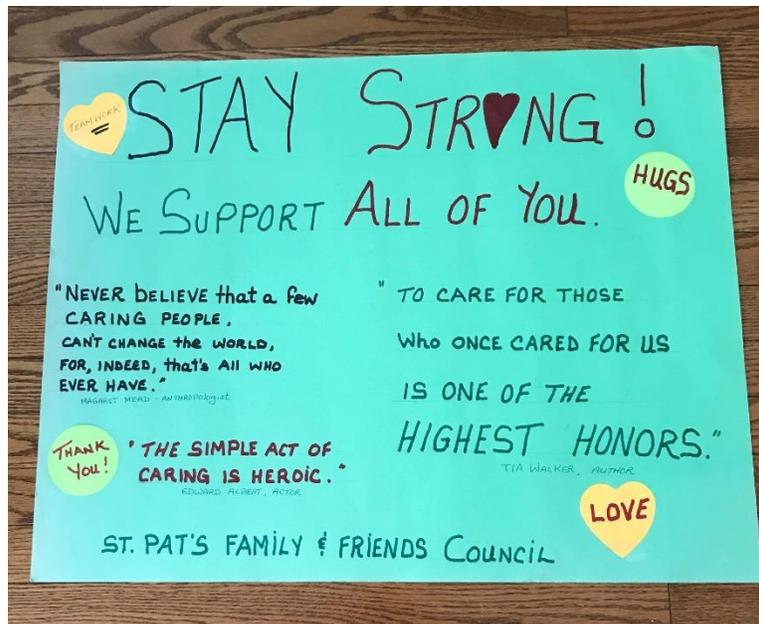
Hello, following our discussion with the regional response team yesterday, we can start window visits again for residents who are well. If someone is having any symptoms they must remain on isolation and cannot have a window visit while they have any symptoms. Unfortunately, those residents living on Waterford will also not be able to have window visits.

The other residents can have window visits as we can bring a single resident to the window visiting area for a visit. The resident will wear a mask while they are being transported from their room and back to their room, but the mask can be removed while visiting. We are very happy that this can be resumed. These will resume tomorrow, based upon the schedule that had previously been set up by Cheryl Elliott. Cheryl will be reaching out to those scheduled, who would still be able to have a visit, meaning they have no isolation precautions in place.

The virtual visits, skype and facetime calls, will continue for the residents and families who have been using these technologies for keeping connected. The RPN's are working very hard to make regular calls to all of the POAs or substitute decision makers for all of the residents to keep you updated on the clinical care needs.

We have had one additional staff member who received a positive test result from the weekend, who has no symptoms. We wish them a speedy recovery at home. We now know of a total of three staff members who are isolating at home.

The Family and Friends Council has been a great support for guidance on information that would be important for families and friends to receive. The Family and Friends Council has added another wonderful poster to our front door to support the staff.



I am including the contact information for the Co-chairs of Family and Friends Council again so you also have their contact information.

Janet Chene ([janetchene45@gmail.com](mailto:janetchene45@gmail.com)) and Rob Leigh ([rigaudrob@hotmail.com](mailto:rigaudrob@hotmail.com))

Thank you for your continued patience and support.

**Janet Morris**  
President & CEO