



May 27, 2020

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

First, we have no further positive test results and if everything continues in this way, our outbreaks is anticipated to be over as of May 30. We are continuing to have discussions internally and with public health about what being 'outbreak free' mean. The same principles of infection control for managing during this pandemic in the community also apply at St. Pat's. Physical distancing of at least 2m. (6 feet), washing your hands frequently, stay at home as much as possible, avoid groups of more than 5 people, staying home if you are sick and minimizing the number of households that you interact with are the basic principles. Although this is more challenging in a long term care home, the very same principles apply. Dr. Fung will be providing more detail in the an future update based upon the most current clinical knowledge of Covid19.

Second, I would like to address the recent military report on five long-term care homes in the Toronto area which contained very disturbing and upsetting information regarding these specific five homes. I am heartbroken for any of the individuals who have had to deal with these horrible circumstances, residents, family members and staff. At St. Pat's, we continue to work tirelessly to ensure that your family member has access to the highest level of care possible as we all navigate the ongoing pandemic situation to the best of our abilities. Although we have had an outbreak of Covid19, fortunately our circumstances are very different than these very hard hit homes.

We have had fluctuating staffing levels but prior to our outbreak we had put into place a number of staffing strategies. A number of part time staff are working full time hours, PSW staff who were working in other roles returned to a PSW role, many other staff have worked extended hours to assist with meal service at dinner, we implemented a new position from 11am to 7pm, Support Services Aide, to assist direct care staff with other activities such as tidying rooms, serving meals, assisting with window and porch visits etc. so the PSW staff had more time to provide direct care and overall our staffing levels have been stable. Although we have had some days were we had fewer staff than normal, on other days we have had more staff than normal. Staffing has been improving, both due to ongoing hiring, but also with the support of the Ottawa Hospital who is providing us with 24 people working a variety of shifts across the home. This will give our regular staff some much needed time to refresh and to give residents more TLC. Our new social engagement staff started this week and you will soon see their faces during skype and facetime calls.

During this past two months we have hired the following staff who are working a variety of shifts, days, evenings and nights:

- 24 PSW's
- 4 RPN's
- 10 Social engagement Aide's
- 17 Support Services Aide's
- 2 Recreation staff

We continue to recruit and interview candidates to augment our staff at St. Pats.

We would like to thank our staff members and health system partners for their continued dedication and hard work under challenging circumstances over the past several months. In addition to our regular management review of our resident care, we have had the opportunity to have a few visits and reviews with Ottawa Public Health and the regional resource team around our infection control practices and all report that St. Pat's is meeting the required standards. We are grateful to report that the situation at our home continues to be 'stable'. We will continue to do everything we can to deliver the best care possible for your loved one in these unprecedented and challenging circumstances.

We will continue to keep connected with you and keep you up to date on the overall status of the home, but more importantly on your loved on living at St. Pat's.

Be well,

**Janet Morris**  
President & CEO