

April 12, 2020

## Letter to our families

### Information we hope reassures you during this difficult time

Hello everyone,

With the holiday weekend upon us, we realize our families and residents are missing the opportunity to celebrate family traditions together. Please know that across our Home, our teams are doing everything they can to fill your loved one's day with kindness and caring.

In light of distressing media stories coming out of Quebec long-term care homes in the past few days, we felt this was a good time to touch base once again, and reassure you that the peopleCare team continues to work tirelessly to stand between COVID and our vulnerable residents.

For weeks, we've been working non-stop to be proactive and put precautions in place – to prevent the spread of COVID and make sure that if we do have an outbreak, it's well-contained so fewer residents or staff become ill. We have added many new safeguards to keep everyone safe, and our care teams healthy and able to continue caring for our residents. We want you to know:

- **We have the necessary personal protective equipment (PPE) supplies** to protect our staff. Recent media reports might have you thinking otherwise. The latest government directives support our measures such as universal masking, to prevent spread of COVID and help conserve our PPE so that we have adequate supplies throughout an outbreak.
- **We are actively screening residents and staff** including twice-daily temperature checks. This will help us identify potential cases early, stop the chain of transmission faster, and save lives.
- **We continue to be early adopters of enhanced measures** such as asking staff to work only in one peopleCare location, self-isolation of residents coming from hospital or community settings and requiring a negative COVID-19 test before we admit or readmit someone.
- **We are prepared for an outbreak** thanks to our careful planning, experience in dealing with infectious illnesses, rigorous infection control practices, training on PPE use and guidance from Public Health.
- **We are proactively recruiting** new employees ongoing so we have a strong pool of team members to draw on as we support staff if they are off sick or need to be self-isolated. We have contingency plans to ensure care and services continue uninterrupted.

For your further information about the actions we take to protect everyone in an outbreak, we encourage you to read "[What Happens in a peopleCare Home During an Outbreak.](#)"

In the coming weeks, you can count on us to do everything possible to keep your loved one safe and healthy. In the meantime, we are here to listen to your concerns and answer your questions. Call the Home anytime and ask to speak to the charge nurse, the Executive Director or the Director of Care.

For more on what our staff and residents are up to, please visit @peopleCareCommunities on Facebook. We hope you enjoy all the #HeartfeltMoments from across our Homes.

Please stay safe and well. We miss seeing our families and friends in the Home and we look forward to a time soon when we can all be together again!