

March 29, 2020

Letter to our families

New enhanced precautions in our Homes

peopleCare's top priority is always the wellbeing of our residents, families, staff and others who spend time in our Homes. With the emergence of the COVID-19 virus, we have been working hard to prepare and take the necessary precautions to help keep everyone in our communities safe and healthy.

We have rigorous infection control and surveillance practices in place all year-long, based on Public Health guidelines. In the past weeks, we've also taken a number of additional steps such as visitor restrictions, active screening and vigilantly monitoring residents for respiratory symptoms. All to reduce the risk of exposure to COVID-19, help us keep the virus out of our Homes, and ensure we are as prepared as possible in the event we have confirmed cases.

To support us in making consistent decisions, based on the best information available, we have guidelines in place for when to step up measures in the Home. For example, because of confirmed community transmission in Ontario, with active cases in local hospitals, we are actively screening at the front door, and residents being admitted or re-admitted from hospital, or who have to leave our Home for essential medical appointments, are asked to go into self-isolation as a precaution.

We want to let you know that our Home is putting new precautions in place, based on our municipality declaring a state of emergency, and active outbreaks in neighbouring long-term care homes. In addition to what we are already doing, over the next few days we will:

- Give everyone who passes active screening a mask to wear in the Home during their shift/visit.
- Help residents and staff practice physical distancing for dining and programs, wherever possible.

With the spread of COVID-19, we are going to see more testing and potentially confirmed cases in our Homes. We are committed to keeping everyone informed with the facts. We will notify you if one of our residents or staff has confirmed COVID-19. We will also contact you directly if your loved one becomes ill, or if they are being tested for or are at high risk of COVID-19 exposure (per Public Health direction).

We hope these additional precautions give you a sense of reassurance that we continue to do all we can to keep everyone at in our Home safe and well.

Please feel free to call the Executive Director at any time if you have questions or concerns. You can also speak to the charge nurse for specifics on your loved one.