

April 1, 2020

An update to our families from the Executive Director

Three things we want you to know

Although visitor restrictions are a necessary measure to protect our residents and staff, we miss seeing our families and friends from the community in and around the Home. Until we can meet again in person, we want to share some information that we hope you will find reassuring.

We are completely focused on resident care. Our teams are following your loved one's care plan and keeping everyone active and engaged.

We are working hard to keep COVID-19 out of the Home. We have put enhanced infection control practices in place and are following all Public Health directives. To reduce the risk of exposure, we are limiting who can come into the Home and actively screening everyone before they enter. Residents have been asked to stay in the Home, except for essential medical appointments, and to go into self-isolation upon return as a precaution.

We are committed to keeping you informed. Since COVID-19 first emerged in Canada towards the end of January, we have communicated regularly about the evolving situation via phone blasts, memos and the newsletter. We will continue to keep you updated in the coming weeks:

- We will inform everyone if a resident or staff in our Home has confirmed COVID-19.
- We will contact you directly if your loved one becomes ill, if they are being tested for COVID-19, or if they are at high risk of COVID-19 exposure (per Public Health direction/criteria).
- You can find the latest info at peoplecare.ca – click on COVID-19 Updates from the top menu bar on any page. (Be sure to read the *Letter to Families* from Brent and Heather Gingerich.)
- If interested in communicating via email, check with our office team that we have an updated, accurate email address on file.

In recent days, my team and I have received an overwhelming response from our families and the community, including notes, cards and thoughtful tokens of appreciation. Thank you from the bottom of our hearts for your encouragement and support.

Please take care of yourself during this stressful time. Your loved one would be the first to say the same. We want you to stay well so you can visit the Home just as soon as we are able to lift restrictions.