

May 2020

**A Message to our Residents, Families and Staff**

This week, the provincial government released a Canadian Armed Forces report relating to five long-term care homes in Ontario. We recognize how distressing the findings in this document must be, for residents and families in those homes and truly anyone who has someone they care about living in long-term care.

We want to take this opportunity to reassure you once again about what your loved one is experiencing in a peopleCare Home. Our Homes are stable, safe places with stringent infection control and cleaning practices, and the necessary PPE to protect residents, staff and visitors. We have more staff in our Homes right now, on every shift, to provide excellent care that meets our residents' needs. And our dedicated care teams continue to value and support meaningful interactions and quality of life each and every day.

Since the beginning of the pandemic, from our senior leadership to our frontline care teams, our entire focus has been to safeguard and care for residents, protect staff, and keep families informed and connected.

Our staff have gone to extraordinary lengths to fight COVID and we commend them for their tireless efforts to create an iron ring of protection around our residents through many enhanced protective measures – often ahead of official directives. This includes reaching out proactively to health system partners such as our local hospitals, to review our practices and look for opportunities to improve.

We have worked hard to keep families and residents connected through phone calls, virtual visits and our online Facebook community. We've reached out to government and partners such as the Family Councils Ontario to discuss what it would take to safely reopen visitation with the right supports. At the same time, we know that nothing replaces an in-person visit and we are finalizing plans to create safe, socially distanced outdoor visiting areas at each Home. You can expect to hear more on this directly from your Home very soon.

This week we also launched a survey to learn where our recent actions have had the greatest impact for families and how we can do even better. We hope you will take a few moments to click the link and share your thoughts.

Our priority remains to continue delivering on our care commitments and having a positive impact on the lives of those entrusted to our care. Thank you for your ongoing support, trust and confidence. As always, please reach out to the Home's leadership team any time you have questions or concerns.

Hoping you stay safe and well.

Sincerely,



Brent Gingerich  
Chairman and CEO



Megan Allen-Lamb  
President