

Aug 26, 2020

A message to our families,

We would like to share an update on peopleCare's Family Caregiver Programs and a new toolkit of resources we have developed to support our residents, families and staff.

We are so happy to be welcoming families back into the Home – you are our caregiving partners and you've been missed! Families (including extended family, friends and neighbours) support resident wellbeing and quality of life, whether during social or care visits.

peopleCare's Family Caregiving Programs were designed to support families and other visitors with a range of options, based on their preferences and the resident's care needs (in alignment with Ministry directives). To foster a collaborative approach to balancing safety and resident quality of life, and help clarify current directives around visiting during the pandemic, we have created a toolkit of resources that includes:

- **Partners in Care Pledge** – encourages a shared commitment between visitors and the Home to create safe visits and a safe environment for all.
- **Family Caregiver Programs "At a Glance"** – provides an overview in a simple chart format of visit types and how each is safely supported (e.g. mask or COVID test needed, for instance).
- **I Am a Caregiver ID Badge** – for visitors to wear while in the Home, clarifying reason for their presence (e.g. Social Visit, Care Visit)
- **Educational PPE Videos** – on correct handwashing/use of personal protective equipment etc.

peopleCare's Pledge and Badge were adapted from the Ontario Caregiving Organization/Change Foundation toolkit, which was developed with input from long-term care residents and families. We acknowledge and thank these organizations for their support of peopleCare's commitment to our residents and families.

We invite you to visit our new [Family Caregiver Programs Resource Page](#) on our website (peopleCare.ca) to review the toolkit – and let us know what you think. Your feedback helps our teams understand how we can do better to support residents, and those they care about, to spend time together in a safe and meaningful way.

Over the last several months, as our frontline care teams have worked hard to safeguard and protect everyone from COVID-19 and keep families informed and engaged, we have been overwhelmed and are so grateful for the outpouring of support from our families, friends and communities. Thank you all so much.