

March 29, 2021

A message for our families

This is the second Easter in this new COVID norm, and we are grateful for the ongoing trust and support from our families as we continue to navigate through it together.

We wish families and loved ones could celebrate traditions in the usual fashion and our teams are committed to keeping spirits high in our Homes, with many creative and engaging activities planned to make sure this time of year still feels special to our residents.

Our teams are also happy to support virtual visits so residents and families can enjoy more heartfelt moments, and our Care Package policy makes it easy to safely drop something off.

While we are thrilled that our Homes have an added layer of protection from vaccinations, precautions like screening, testing, physical distancing and PPE are still incredibly valuable as we continue to follow directives and public health guidance to keep our residents, teams, families and communities safe.

If a Home is in the Orange (Restrict), Red (Control) or Grey (Lockdown) zone of Ontario's colour-coded COVID-19 response framework, as per the Directive, we are unable to accept general visitors (indoors or outdoors) or approve short term and temporary absences. We miss seeing all our families and sincerely appreciate your understanding as we look forward to when we can welcome general visitors both indoors and outdoors again.

Designated family caregivers are always welcome in our Homes, and our [Family Caregiver Program](#) was designed to support a range of options for visiting, and a safe, uninterrupted presence in our Homes.

Keeping residents and families connected and engaged is so important, and our teams are dedicated to supporting meaningful interactions while balancing safety. If you have any questions, please don't hesitate to reach out to the Executive Director of your specific peopleCare Home at any time.