

April 9, 2020

Dear Families and Friends,

As Easter is approaching I would like to provide you some information on items that can be brought into the Home. We do understand that for many of you it is tradition to send or bring flowers, cards and candy to your loved ones. At this time we are not accepting flowers, plants or cards in the home as we are not able to disinfect them. A great gift would be any candy, chocolate or treats that are store bought in plastic packaging that we can disinfect and deliver to your loved one.

Some other bits of information for you:

- Our team members are wearing personal protective equipment at all times when working within 2 meters of your loved one. Our team members have been instructed to come directly to work from home or bring a complete change of clothing if that is not possible.
- We are in contact with the Health Region daily where information is shared to ensure we are providing the most up to date, safe environment for our Elders and team members.
- We are screening all our team members on arrival to ensure they are well and able to enter the home.
- Our Elders are encouraged and assisted with extra handwashing, especially at mealtimes.
- We have spread out the Elders tables to encourage social distancing during meals.
- All gatherings are limited to 10 Elders or less for social distancing during activities. Along with this has been an increase in one-to-one visits.
- The Shared Health website is where you can visit for the most current and up to date information on directives that we abide by.
- Elders will not move into the Home if they currently are living in an environment where they may have been exposed to Covid-19.

I encourage you to reach out with any questions or concerns you may have. Please understand that it may take us longer than usual to get back to you. We are overwhelmed with new regulations coming daily, added documentation and tasks that require much of our time. We will contact you back as soon as possible.

We do understand your frustration of not being able to visit and that you're feeling disconnected and fear for your loved one. We also are experiencing this in our lives. We're in this together.

Please know that in your absence we are trying to provide fun things to do safely. We are offering words of comfort, reassurance and smiles to your loved one. We can't hug them either. We will continue to offer window visits, help with phone calls and virtual visits for your family. We will also print out emails and pictures to share with them.

During this crisis we will continue to provide the best possible care and comfort for our Elders but most importantly, we are focused keeping them safe.

Best wishes for Easter. It's sure to be a memorable one.