

September 4, 2020

Happy Friday Families and Friends!

With the rise in Covid cases in Long Term care this week we are super happy to continue be free of Covid in our Home. What we do know is this is in part because of the diligence of our Team members in screening before coming to work and following the infection control guidelines put in place.

We remain alert to the fact that this can change at any time.

During the indoor visits we have witnessed visitors not wearing their masks properly over their nose and mouth and a number have been witnessed removing their masks completely in their loved ones suite and not maintaining the 2 meter physical distancing. This is concerning. Some visitors have become verbally abusive when asked to put their mask back on and when asked to hand sanitize.

Please note that this will not be accepted. We will offer you a reminder and you are always welcome to ask questions for clarification. If we must repeat the conversation you will be given a letter as a last reminder before your visits will be restricted to outdoors only. This applies to your tone of conversation as well. We understand these are stressful times and your patience may be being tested. It is stressful for us too. Please help us keep positive communication within our Home.

When taking your loved one outdoors for a walk or fresh air please be reminded that this is not so they meet and visit with family members waiting around the corner. That defeats the purpose of having only essential visitors in close contact. We are not willing to risk this. Your privilege of taking your loved one outdoors will be suspended if this occurs a second time. It is essential that we are all working toward the same goal of remaining Covid free. While outdoors wear your mask and whenever possible keep your distance while sitting and visiting.

On a positive note, the majority of visitors have been compliant with the visiting expectations. We would like to thank you very much for working with us. Your diligence is much appreciated.

The outdoor shelter for winter visits is underway. It is expected to be completed by October 31<sup>st</sup>. It will be at the end of the hall of Faith Lane. This shelter is expected to take the place of the current outdoor visits and appointments will be made as usual through the Life Enrichment Team. We will communicate when it is ready for use. We are also constructing a room at the front of the Home for winter visits. It is also anticipated to be completed by October 31<sup>st</sup>.

The start date for Dr. Saunders, the new physician for Faith lane and Hope haven Elders, has been postponed. With the rise in Covid numbers and cases in personal care homes (PCH) our Medical Director and Dr. Saunders have decided to review his start date at the end of October. They both share two PCHs and it is best if they each remain at one home and not travel between the two. We will communicate when a start date is decided.

That's it for this week. Wishing you a fantastic and safe long weekend!