



March 26, 2020

Good Afternoon Families,

We would like to take this time to provide to you a few updates in the Home as we prepare for week 3 of COVID-19 pandemic. There have been a few changes this week as we continue to follow all directives given by Manitoba Health, Winnipeg Regional Health and Extencicare. Inc. If you are the Power of Attorney and provided us your address we will continue emailing you updates. Going forward we will post the updates on our website also. We encourage you to tell other family members to refer to our website for these updates.

Families will no longer be able to launder their Elder's clothing. All clothing must be laundered in our facility- no exceptions will be made at this time. Families will no longer be allowed to drop off food items for their Elder. WRHA Medical Officer of Health has now said, as they are learning about this virus they know it can last on surfaces such as plastic and metal, counters and door handles, devices for 72 hours.

A reminder that you can make arrangements with our Life Enrichment team members to schedule a video chat, phone call or window visit with your loved one. Please do not call the video chat outside of your scheduled time as there will be no one to answer your call. As well, please plan with our Life Enrichment team your window visit. Having a set time allows us to ensure your loved one will be ready for your visit.

We have purchased another tablet for video visits that should arrive next week. This will allow for increased video visits.

Our Home is committed to ensuring you have updated communication about your loved one. At times this has been difficult for the neighborhood staff to maintain due to extra tasks required of them during this time. Families calling the neighborhoods and leaving messages can leave staff overwhelmed with the need to call each family member back. I would like to reassure you that if there is a change in your loved one's condition you will be notified immediately. We do understand the importance of regular updates about your loved one and we are working on a schedule in which each Power of Attorney will receive a weekly phone call from the neighborhood nurse. This call will allow you the opportunity to ask questions about your loved one. Once the schedule is finalized we will notify you of your weekly scheduled call.

We continue to screen our staff daily and any other person deemed necessary to enter the home. We are making every effort to ensure the virus stays out of our Home and away from our Elders.

We appreciate all of our families calling and checking up on our staff. Some families have even offered to bring snacks for the team. Your kindness and generosity is appreciated and we thank you very much for thinking of us. Unfortunately we will not accept any items in to our Home at this time.

Thank you for your understanding and patience during this difficult time.

Everyone, please stay home and stay safe!

River East Personal Care Home