

March 12, 2020

I am sending this communication to update you on the COVID-19 pandemic outbreak. I would like to ask for your support as we navigate the days ahead. Our team is committed to do our best to protect the health and safety of our residents, team members, volunteers, suppliers and service providers. It is important for us to remember that prevention is our best strategy. We have emergency plans and outbreak plans in place for Fairview Parkwood Communities.

Our pandemic team has been meeting almost daily for the last three weeks and we have been following direction of the Ministry of Health and Long-Term Care.

Our communities are taking proactive action to prevent the spread of COVID-19 based on our established infection control plans to prevent respiratory illness. We believe prevention remains our best strategy.

Effective immediately, Fairview Parkwood Communities are initiating active screening at the long-term care entrance of the community. All other entrances will be locked. We understand it is not ideal to walk around the outside of the building, however we need to consolidate our efforts for screening at one location to ensure we have a protocol that everyone can follow. I am asking to keep parking spaces at the front of the long-term care building available for those who are unable to walk a distance. Hopefully spring weather makes it a pleasant walk for those of us who can accommodate.

All visitors, employees, volunteers and service providers will be screened. This is under Direction from the Ministry of Health and Long-Term Care and the Retirement Home Regulatory Authority.

You will be asked if you have a new onset cough, experiencing shortness of breath or have a fever. Your temperature will be taken. You will be asked to sign in with your name, address and telephone should any follow up be required.

Anyone who fails any part of the screening process will be asked to re-schedule their visit.

As of Friday, March 13, we will be temporarily limiting visiting hours for visitors from 8:00 a.m. to 8:00 p.m. We will have a person scheduled at the entrance to screen you. Once you have been screened you are welcome to stay as long as you wish. If you require an exception or in the event of emergency or for palliative purposes, let us know. We will accommodate as much as possible.

We realize the inconvenience this may cause for our residents and their families and we apologize, but we must do everything we can to prevent the spread of COVID-19. If you have questions, do not hesitate to talk to any member of the leadership team.

Finally, the direction we receive changes daily. We will strive to keep you informed through our one-call system, emails and phone messages. It is by working together, we will strive to keep our Community safe and secure.

In Kindness,  
Elaine