

March 13, 2020

Residents of Parkwood Seniors Community,

I am sending this communication to update you on the COVID-19 pandemic outbreak. No doubt, you have noticed the introduction of several precautions and safeguards in our community. Our pandemic team continues to meet on a regular basis and follow the direction of the Ministry Health and Long-Term Care. This changes daily. Today, we have received new guidance from our provincial advisors with regards to safety and we want to share those updates with you.

Prevention remains the best strategy. For this reason, we are making changes to put in place social distancing precautions. This means keeping our long-term care residents, retirement suites and villas segregated from each other.

Effective immediately,

### ***Long-Term Care***

We are asking long-term care residents to stay in the long-term care home utilizing the lounge areas provided. If you are going out, we ask that you do not go to public places (malls, restaurants); you will be screened upon your return at the long-term care entrance.

### ***Retirement Suites and Apartments***

Residents living in the retirement suites are being asked to stay within retirement living and not long-term care. These areas include the lobby and main floor amenities and the dining room.

If you are planning travel outside of Canada, including the USA, please advise a member of the team. You may be asked to be self-isolated upon your return.

### ***Garden Homes***

We request that residents living in the Garden Homes do not come to the Parkwood Campus at this time unless you are visiting a family member. This needs to be restricted to long-term care or retirement home. Screening is required at the long-term care entrance before entering the community (8:00 a.m. – 8:00 p.m.).

### **Community Programs:**

***Pool and Fitness Centre:*** The pool and fitness centre will be closed to the public until the end of March. Please see the schedule for details.

***Hair Salon:*** Hair salon services will continue to be offered.

Please inform your guests that all screening will be done at the long-term care entrance from 8:00 p.m. to 8:00 p.m. Once a person has been screened, they can stay as long as wish. Please also be aware that any recent travel outside of Canada restricts you from visiting/entering the building for 14 days.



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At screening, you will be asked if you have a new onset cough, experiencing shortness of breath or have a fever and 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.

We realize the inconvenience this may cause, but we must do everything we can to prevent the spread of COVID-19.

We will continue to keep communications open as this situation unfolds. For this reason, we will be posting notices on the website [www.parkwoodmh.com](http://www.parkwoodmh.com) by way of update.

In Kindness,  
Elaine Shantz, CEO