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April 6, 2020

Dear families,

I am writing this communication as we begin our fourth week of visitor restriction at Fairview Parkwood Communities. I can appreciate from personal experience with my own Mom how difficult it is to stay away. I do want you to know that your absence is felt – and yet, it is the most caring act that you can do right now to keep your loved one safe. It is also critical for the health of staff who are entrusted with the well-being of every Resident.

As we listen to the news we are all hyper-aware of the risks. That awareness is even more elevated in our Home and we are absolutely committed to doing everything we can to keep Residents healthy, including:

- Diligently following stringent infection prevention and control practices
- Monitoring Residents for symptoms including increased temperature checks, twice daily
- Extreme vigilance in staff monitoring, screening twice daily for any symptoms and following up with immediate testing; when a staff person is off, occupational health is touching base with each staff person daily
- Daily leadership team meetings to review our contingency plans, ensuring we have the most up to date information and data, our staff are kept informed and motivated, and following the frequently updated guidelines from the province
- As CEO, I also meet daily with the Waterloo Wellington Health System Response team of Ontario Health

Our guidelines are stringent. Like other LTC Homes and Hospitals, our greatest challenge is accessing enough personal protection equipment (PPE) to see us through the next weeks and possibly months. While we currently have a good supply, we are carefully managing our stock. If you have access to masks, gowns, gloves or hand sanitizer, it would be great to hear from you. To ensure we have enough to sustain us, orders have been placed with numerous sources. That said, every avenue is worth exploring.

As the weather improves, residents wish to go outside. We want to encourage this as much as possible for their well-being. We would like to ask that if you do come on to the property to drop off groceries and other necessities for your loved ones, you ensure social distancing. As well, if you have arranged a window visit, please ensure the window remains closed.

We know what a sacrifice staying away is for you and your loved one. We cannot thank you enough for helping us to protect the Residents and staff who depend on you. It's the only way we can continue to provide the safe, kind care that your loved ones rely on.

Thank you for being part of the team and doing your part. We cannot wait to welcome you back and thank you, in person.

In kindness and with thanks,
Elaine Shantz, CEO