

May 20, 2020

As you are aware Public Health has conducted universal testing of all Long-Term Care and Retirement Home Residents and staff as a part of the government's strategy to stop the spread of COVID-19.

We were pleased to share with you, last week, Public Health confirmed all Parkwood Long-Term Care residents tested negative for COVID-19. The entire team goes above and beyond to keep Parkwood Residents safe, ensuring their wellbeing is at the centre of every decision made and action taken.

Unfortunately, one long term care staff member tested positive for COVID-19. As per the Ministry of Health criteria, with one confirmed positive case, Parkwood Long-Term Care Home is considered to be in outbreak. While this has been devastating for the entire team, we want you to know the person is considered low risk with limited staff interaction, no exposure to home areas and did not provide resident care. The employee is now self-isolating at home and is doing well.

We are working with Public Health and Ontario's Chief Medical Officer of Health, following the guidelines and direction set out by them, and whenever possible erring on the side of the most rigorous protocol. Organizationally, since the onset of the pandemic, the Resource Team has been deployed to the community to provide additional support, the pandemic team has met daily ensuring we continue to do everything possible to keep your loved ones safe. Parkwood has a comprehensive outbreak plan with enhanced measures. Furthermore, the staff understand infection prevention and control including personal protective equipment (PPE) and hand hygiene, and we have the PPE to keep our community safe.

Our team is committed to protecting the health and safety of our residents and team members. As we move forward, we will continue to focus on the needs of the residents and monitor for any signs of an infection. Please know, we will reach out to you directly if your loved one is ill or has a change in condition.

We cannot thank you enough for your patience and support as we work through this difficult time. We continue to strive to keep you well informed through our one-call system, emails and telephone messages.

We appreciate your understanding.

In Kindness,  
Elaine Shantz  
CEO