



April 17, 2020

Please note the information provided is a general update. You should contact a member of the care team to confirm a resident's status as they are always the best source of accurate up to date information.

As of 5:00 PM Friday we have two pending test results for residents experiencing respiratory symptoms. The swabs were sent in this afternoon so the earliest we expect the results is Sunday. The residents will be isolated until the results are received. We have no staff who have informed us of a pending test.

We have requests to arrange 'window visits' on the first floor. This is something some homes encouraged during the first week of closure, but most have discontinued the practice. We need people to stay home and we need to keep residents on their units. We have restricted movement in the building and asked staff to remain in their assigned work areas during breaks and limited residents to their floor. This is the best way to minimize risk of transmission.

We do encourage you to connect through video chats and phone calls. Please leave a message or contact recreation who will arrange a time. You can also email letters, videos or sound clips which we will share.

With Mother's Day approaching next month, we are encouraging families to send cards early. Include family pictures or fun artwork in the card if you wish. Write "Save for Mother's Day" on the envelope. The cards will be kept in quarantine until they are cleared for delivery.

This message will be updated on Monday, April 20 unless there is a significant development.