



March 17, 2020

Saint Vincent's is committed to maintaining open lines of communication with all members of our community during the COVID-19 pandemic. We know that information on the status of our operations and residents is vital and we will continue to provide daily updates by email and through a recorded message on our information phone line.

We invite any member of the community to provide their email (send to reception@svnh.ca) or to call our info line (902-334-1444) for regular updates on operations and be sure to check Facebook for updates on what residents are doing to stay active and engaged during this time. You can't be here in person, so we hope to show you what we are doing to keep busy!

We remain closed to all visitors, family members and volunteers in addition to non-essential outside contractors and health care providers. Not visiting is a hardship we recognize. Yesterday evening, a family member entered the building to see his loved one despite the restrictions. We have addressed the issue but would like to remind everyone that the restrictions are at the direction of Public Health. As hard as it is to stay away, it is the best way to keep the residents safe.

We have no active or confirmed reported cases of COVID-19 among residents or staff. A swab sent for testing yesterday was negative for the virus. We have no residents who meet the specifications which would require testing for COVID-19.

Although this is a unique situation, we have an updated pandemic plan to assist with planning during this time. We are prepared to meet the needs of residents and currently have no staffing shortages or supply concerns.

All church services and group activities are cancelled as we focus on unit-based recreation programs. We have increased the number of hours for our music therapist and both she and our recreation staff are working hard to keep residents busy and entertained. We are increasing the number of photos we post on Facebook to ensure you see what residents are up to.

If you would like to speak with your loved one, please call the nursing units who will do their best to arrange a call. If you would like to contact a loved one by Facetime or Skype please leave a message on the info line at 902-334-1444 and we will make arrangements. If you wish to drop items off to a resident, please call the front desk at 902-429-0550 to arrange drop-off.