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April 29, 2020

Dear Fairview Parkwood Residents, Family and Team;

I hope this finds you well and safe. Since the last time we connected we've all become aware of the increased focus on Long Term Care and Retirement Home outbreak of COVID-19 in our older adult population. Our thoughts and prayers are with the residents, families and team members of each LTC or RH affected. This is an incredibly difficult journey. We are doing everything we can to support other Homes in Waterloo Region; as we continue to implement stronger processes and plans to keep our residents safe.

Since the beginning of this pandemic, we have learned how to care for and about our community from a distance. Our Community teams continue to improve and execute a new way of doing things to keep our residents and team mates safe. We are committed to do the best we can to be vigilant and safe from infection.

As of today, we have implemented the following guidelines:

- The no visitor and staying isolated protocol put in place on March 14; only essential visitors are allowed into the Home.
- Every person entering and exiting our Communities is required to do so through the front door of Long-Term Care. This includes groceries and other gifts dropped off for residents.
- All team members are wearing masks and appropriate PPE throughout their shift. This includes leadership team and other essential care providers.
- Everyone entering the Home is screened for an extensive list of symptoms; failure to pass screening is forwarded to our Occupational Health Nurse for follow-up with Public Health.
- Over 70 individuals in our Communities have been tested to-date, all with negative results.
- Residents with one identified symptom or unusual change in condition receives testing through a swab done by our Registered staff member.
- All Residents in RH and LTC have their temperature checked twice each day. Apartment Residents are checked regularly.
- Residents are asked to practice social distancing both inside the Home and outside on the property. As the weather gets warmer, we are all reminded of social distancing when outdoors.
- Dining is segregated and/or served in the Residents room or suite.
- Expressions of appreciation, or treats for residents must be in sealed packaging. Unfortunately, we cannot accept pizza or other forms of prepared food at the time.
- There is no cross over between LTC, RH and/or Apartments.

An outbreak is declared if one resident or one staff person tests positive for COVID-19. As this pandemic continues to evolve we are grateful to our team who have developed additional processes in the event an outbreak occurs. Preparation of additional processes include a pandemic plan, consisting of a pandemic team, additional staffing, specialized menus, increased infection control protocols, equipment and plans to cohort if necessary.

Also, Public Health has determined that all staff and residents of LTC and RH will be tested for COVID-19. We have not been informed of when this testing will take place in our communities. We will let you know as the process begins. As well, substitute decision makers will be informed when residents will be swabbed and the outcome.

We know this is an incredibly difficult and challenging time for everyone. Our world of senior living really differs from the one we are accustomed to, and we recognize there will be bumps in the road ahead. That said, our team has become stronger as we work together; we are committed to provide the best care, possible for our residents

Sincerely

A handwritten signature in black ink, appearing to read 'ES' followed by a stylized flourish.

Elaine Shantz
Chief Executive Officer