

October 14, 2020

On Sunday, October 11, 2020 Fairview Seniors Community received notice of one positive COVID-19 test result in the long-term care home. As per Ministry of Health criteria, with one confirmed positive case, Fairview Long Term Care Home is considered to be in outbreak. Families and team members were informed of the outbreak on Sunday via the one-call communication system.

The Fairview Long Term Care Team is working with Public Health, following direction and guidelines. We continue to exercise stringent protocols to keep those entrusted in our care safe.

The Fairview campus encompasses several unique communities. Therefore, it is only natural that there have been questions about how one positive case in one area affects the balance of the community. I am hopeful the information below will answer those questions.

#### ***Long-Term Care***

The following protocols have been implemented:

- All visiting (indoor and outdoor) has been suspended in long-term care
- One essential care giver per resident at the same time (change from two at the same time)
- Regular updates from the Leadership Team via One-Call-Now communication
- If your family was affected, a member of the clinical team reached out to Residents and/or Substitute Decision-makers directly;
- Testing of all individuals who had potential contact with the positive case was completed
- Residents are dining in their rooms;
- Enhanced cleaning practices have been implemented as per approved COVID plan

#### ***Retirement***

Retirement residents continue to be monitored daily by the clinical team, including temperature checks and observation. Retirement residents are asked to contact the nurse and self-isolate if they develop symptoms; testing will be done on-site.

During the outbreak in long term care, please note there are no changes to visiting guidelines for retirement residents:

- Two essential caregivers per resident, at the same time
- No changes to outdoor visits
- No changes to indoor visits

We strive to keep you informed. You will receive regular updates regarding the status of the outbreak via the One-Call Now communication system. These messages will be brief; copies will be posted in the lobby if you prefer to read them.

Thank you for your continued understanding as we navigate this journey.

In Kindness,



Elaine Shantz, MA  
CEO