



March 25, 2020

To: Residents, Families, Staff and Volunteers

Re: COVID – 19 Readiness and Response Plan – Care Packages for Residents

Thank you to our Residents' Families and friends for your continued support during these difficult times when the Homes are closed to visitors and leaves of absences have been further restricted. Your support in ensuring residents remain connected is necessary and important to their wellbeing.

We have now learned that the COVID-19 virus can live on surfaces for extended periods of time. We have implemented a practice of wiping down any items dropped off for residents with disinfectant before these are brought into the Home. As such, we are only able to accept items that can be safely wiped with disinfectant wipes and therefore, must respectfully decline food items, coffee cups, boxes of tissues, etc. For families who do their Residents' personal laundry, please provide a container such as a large tote box (ie. Rubbermaid type tote) that can be used to exchange the laundry in. We will wipe the tote box down before it is brought into the Home.

Thank you again for your understanding and support during this critical time.

We continue to take a robust approach in all our practices to ensure the safety of our Residents and Staff.

If you have any questions, please contact the Home's Administrator.