



To: Residents, Families and Friends

From: Debbie Boakes, Vice President, Operations

Date: December 22, 2020

Re: Protecting Residents and Staff this Holiday Season

Cc: Resident and Family Council Presidents, Physicians, Leadership Team,  
Corporate Consultants Caressant Care corporate office

Dear Residents, Family Members and Friends,

This week has been a very difficult one in Ontario Long Term Care (LTC) Homes. There are 160 Homes experiencing an outbreak of COVID-19 with over 600 resident deaths. Our precious health system is showing signs of stress with hospitals at risk of being unable to manage the increase in patients requiring admission and the supports of intensive care units.

Health experts agree this is a direct outcome of the high rate of community transmission in Ontario. Unfortunately, we now have residents and staff in some of our LTC Homes who are affected. Surveillance testing has indicated the asymptomatic spread of COVID-19 is very real. This is a major risk to our staff and residents. COVID-19 does not discriminate.

Simply put, we cannot continue with daily case counts greater than 2000. The toll of the past ten months on the mental health and well-being of our exhausted healthcare workers cannot be underestimated. These caring individuals have no choice but to continue to work throughout the holidays and beyond. And for that, we are deeply grateful.

However, it is imperative that we protect our staff as these healthcare workers are essential to the ongoing ability to provide the care and services our residents require.

The difficult announcement by the Government of Ontario to put Ontario into full lockdown, effective December 26<sup>th</sup>, is welcomed and appreciated to ensure that our health system can continue to respond to the needs of all.

Please follow all Public Health guidance:

1. Stay Home
2. Limit your contacts to only those in your immediate household
3. Do not visit a LTC Home unless you are a designated essential caregiver or are conducting end-of-life visits
4. Wear a mask if you must go out
5. Shop only for groceries and essentials
6. Wash your hands often
7. Stay a minimum of 6 feet away from others
8. Get tested if you have any symptoms of COVID-19

We are committed to keeping you as informed as possible. Please continue to check our website [www.caessantcare.com](http://www.caessantcare.com) for updates as they become available and be sure to follow us on Facebook @caessantcare and Twitter @caessantL. For homes that are in a COVID outbreak we kindly ask that you try and limit calling the home directly for updates so that our staff can focus on providing essential resident care. Please be assured if there is a change on your loved one's condition you will be notified directly.

We will continue to facilitate virtual and window visits to connect you with your loved ones.

These restrictions are being taken to protect us all and the work we do in LTC Homes. The consequences of these actions will save lives. Each one of us can make a difference!

As we navigate these unprecedented and challenging times, we all need to continue to work as one team, with one goal – ensuring COVID-19 does not enter/spread in our Home.

Thank you to our residents, staff, and families for the sacrifices you continue to make daily.

We wish you all the very best this Holiday Season and a safe and Happy New Year!