



We would like to thank you all for your support in these unprecedented times as we continue to follow mandates set by the Ministry and Public Health to keep our home a safe place for Residents and Staff. I know this is not easy on anybody and we truly appreciate your cooperation.

We mailed out a communication last week to update families and loved ones. As information and direction continues to change on an almost hourly basis, a new directive concerning Residents leaving the home has come out. The latest mandate is that Residents do not leave the premises, unless for an absolute necessary appointment. We appreciate you helping us with this. Residents are permitted to walk about outside on our property or in the courtyards which we will encourage as the weather turns nicer. This will be incorporated in to our recreational activities.

For anyone wanting to drop off snacks or supplies, we have a screening procedure set up at each door with a screener from 6 am to 10 pm 7 days a week. They are able to collect your items and will deliver to your loved one. For our Retirement Home families, if you haven't set up a time for laundry pick and would like to, please let me know. My contact information is below. This allows the laundry to be waiting for you at the front door when you arrive. Please also note that we are able to do laundry in house, even temporarily during these times. Please let me know if you want to discuss these options.

You will have been contacted- or will be shortly- by Michelle Dawson, our Director of Recreation. She is reaching out to families to ask if they would like to set up a phone call or video chat for those Residents that aren't able to do that on their own. If you have any letters to send or pictures to share, you can email Michelle at mdawson@svch.ca and her staff will ensure it gets delivered.

Programming will continue but will be adjusted. We will continue to cancel outside entertainers from coming in. We will do programming in smaller groups within the parameters of the guidelines and practice social and physical distancing.

If you would like to share an email address with us for quick updates as things change, we will be collecting them in an effort to continue to get the most updated information out to you. Please also send those to Michelle. If you can indicate the Resident you are with, that would be very helpful.

If you ever have questions for me, you can always contact me by email at tklisht@svch.ca or by phone at 519-455-3910 x 290.

Thank you, stay safe and we hope to see you all again soon!

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Administrator

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