

Subject line: Family Update- Thursday October 29th

Covid-19 Outbreak Update:

Please note that the outbreak on our third floor is stable, and under control. We currently have no positive resident cases and the two impacted staff members have been off work and self-isolating at home as per the direction from Toronto Public Health. I will keep you posted as things continue to progress. We remain vigilant in our efforts to keep all Hawthorne Place residents, staff, and community safe.

Infection Prevention and Control highlights:

- Single site staffing
- Bi-weekly staff testing
- Enhanced cleaning and sanitation throughout the home
- Appropriate use of personal protective equipment, including mask, face shield/goggles, gowns, and gloves
- Physical distancing
- Isolation of residents, showing any COVID-19 like symptoms
- Reminder for Designated Essential Family Caregivers- we need you to help us keep your loved one and our staff safe and healthy:
 - o You must attest bi-weekly to a negative COVID-19 test result
 - o **IMPORTANT:** Please do not come into the home if you do not feel well or if you have been exposed to a confirmed or suspected COVID-19 case or any other infection

Resident/Family Satisfaction Surveys:

A reminder, we have engaged Perceptyx, an independent research organization, to conduct the 2020 surveys, which are confidential and take approximately 10 -15 minutes to complete. We would greatly appreciate your feedback, and the survey is open until Friday November 13th. Thank you to everyone who has already complete the survey.

My next scheduled update is Thursday November 5th, and I will be in touch sooner should there be anything important to share. As always if you have any questions or concerns or would like additional information on anything related to our home, please contact me at michelle.sattler@hawthorneplacecarecentre.ca

Thank you,

Michelle Sattler
Executive Director

**Please note – we cannot share any resident information over email; this email is for general updates only. If you have any questions about your loved one, please call the unit nurse.*