



March 19, 2020

PARK PLACE SENIORS LIVING COVID-19

To our Families of Park Place Seniors Living

Today, more than ever, our top priority is the safety and well-being of our residents, family and staff. Our goal is to meet the highest level of recommendations, meaning, our infection control measures are in abundance of caution to ensure we are doing our part to minimize the transmission of COVID-19 within our care homes.

This includes full compliance with the Provincial Health Officer and Ministry of Health which have advised that Long-term Care facilities and Congregate Living are to **restrict visitors to essential visits only**. All staff and essential visits will require active screening upon entry.

Essential Visitors are defined as relatives who have a loved one who is at end of life.

Stay Connected with Your Loved Ones

We realize the implementation of these measures means relatives, friends and companions will not be able to see their loved ones at a time when connection is so important. Thankfully we live in a time of technology to help us stay connected.

So how can we connect you?

- Call for updates or to speak to your loved one. Setting up contact times may be the best way to reduce frustration.
- We have the ability to Facetime or Skype. Call to set up times.
- We can set up a ZOOM web meeting so numerous family members can participate in visits at the same time. Please ask for assistance to set up.

As the situation evolves, we may take on more stringent precautionary measures to comply with new recommendations from the Provincial Health Officer, the Ministry of Health and Health Authorities. Be assured, Park Place staff, with the support of our Corporate teams, are going beyond the call of duty to serve, care for and support our Residents during these difficult times. We would like to thank you for your patience and continued support. Together, we can overcome the challenges we are all facing.