

February 1, 2020

Coronavirus: separating fact from hype

With coronavirus a hot topic in the media, you may be wondering how peopleCare is working to keep your loved one safe and well. Rest assured, whether it's the annual flu season, the common cold, or something new like coronavirus – taking all the right steps to make sure everyone stays healthy is always a top priority for our teams.

Each and every day, peopleCare has strong infection prevention control measures in place including:

- Sign in, sign out for visitors
- Asking people not to visit the home when they are ill
- Treating ill residents in the comfort of their room, apart from other residents
- Encouraging regular frequent handwashing
- Routine sanitization, and deep cleaning of high touch areas

With the emergence of the coronavirus, we have taken the opportunity as a team to review our pandemic plan, supplies and communication channels, to make sure we are fully prepared. We are also directly connected to our local and province-wide public health offices who are in charge of planning and public response to this evolving situation.

To be clear, at this time the risk to our residents and staff from the coronavirus is very low. We will continue to take our direction from Public Health Ontario, and are prepared to initiate escalated infection prevention control measures based on their advice.

As always, we will continue to keep you updated through our regular communications channels, for example through the One-Call system. If you have concerns in the meantime, please feel free to speak to the Director of Care when you are next in the Home.