

Oct 23, 2020

A message for our families

As we see higher community transmission of COVID-19, and cases rising across Ontario, it seemed a good time to connect once again with a quick update. We remain focused on keeping your loved one safe and treating them with respect and compassion. We are also steadfast in our commitment to keep families informed and engaged, working together to ensure our residents experience the quality care and quality of life they deserve.

peopleCare's ongoing priority is to save lives. Recognizing that IPAC is critical, we have worked closely with our hospital and Public Health partners to assess and improve our practices. We also hired a Director of IPAC as an investment in our frontline teams' skills and expertise.

Our families and residents have told us one of the things about pandemic they find the hardest is the need for social distancing. Our teams continue to support meaningful connections between families and residents, while adhering to the directives and public health guidance that aims to keep everyone safe. Our Family Caregiver Program, for instance, includes education and resources to support a range of visit options and a safe, uninterrupted presence in our Home. It was adapted with thanks from our partners at the Ontario Caregiver Organization. If you haven't already, please speak to our team about how to become your loved one's designated essential caregiver.

During the pandemic, life in LTC homes has come under a spotlight as never before. On one hand this is a good thing because it results in crucial conversations and positive change for the sector. At the same time, negative media stories about unacceptable situations in some LTC homes creates fear and anxiety. Our staff, who put their heart and soul into caring for residents, also feel discouraged when they read this type of story.

We want you to know peopleCare continues to maintain an excellent overall and long-standing record of compliance, even through this pandemic. We also want to reassure you that our commitments to you and your loved one have not changed. We are working hard to live our Values, deliver quality care and create wonderful experiences every day for our residents. We will also keep you informed, listen to feedback, and take action if there is a situation where we don't meet your expectations.

Through the ups and downs of the past eight months, the many heartfelt messages of support from our families and residents have been a testament to the culture of caring and engagement in our Home – always a highlight of our day. We want to keep the lines of communication open, and so please do not hesitate to contact the Executive Director of your specific peopleCare Home with any questions or concerns.

Visit the [Family Caregiver Resources](#) page on peopleCare.ca to book a visit with our loved one through our easy to use app and find out more about the many supports we have in place to help you have a safe and meaningful visit with your loved one.