

December 21, 2020

### **A message for our families**

With the holidays around the corner, we wanted to get in touch with a quick update. Our priority since the onset of the pandemic remains the same, which is to keep your loved one safe and ensure they experience the quality care and quality of life they deserve.

As you know, we are working under directives and following public health guidance that aims to protect everyone in our Homes. We remain vigilant with all enhanced measures, including universal masking of staff, visitors and residents, and active screening, including twice-daily temperature checks.

While we wish we could celebrate the holidays and enjoy traditions in the usual fashion this year, we must continue to take the necessary precautions to keep our residents and teams safe, especially with transmission high in many communities.

That said, we are committed to making sure this time of year still feels special to our residents and are here to support meaningful connections. We are happy to be able to host virtual visits so you can create more heartfelt moments and memories with your nearest and dearest this holiday season. Our Care Package policy was also put in place to allow families to safely bring something to the Home for their loved one. If you are interested in doing so, please speak with our team to learn more.

Working to make this time of year festive and fun for all, we are focused on hosting and participating in creative and engaging events for our residents. From live stream concerts and multi-faith services to Zoom parties and the traditional tree-trimming and festive meals, our teams are dedicated to keeping spirits high.

If you haven't already, we kindly ask you to speak to our team about how to become your loved one's designated essential caregiver. Our [Family Caregiver Program](#) 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.

Our commitment to keeping you informed remains steadfast, and we want to reassure you that we will always call you directly if your loved one has experienced a change in their health or has been directly affected by COVID. We will also provide updates from the Home on any evolving directives over the holidays. We are here for you during this trying time, and so please do not hesitate to contact the Executive Director of your specific peopleCare Home with any questions or concerns.

As we get ready to usher in a new year that we anticipate will bring welcome developments such as new testing options and vaccines to our Homes, we have never felt more hope that we have brighter days to look forward to again, together.

Wishing you and your family a safe and happy holiday, and all the best in 2021.