

UPDATE TO ALL FAMILY AND FRIENDS OF OUR LONG TERM CARE RESIDENTS

Since Ontario declared a State of Emergency on March 17, all of us have been called upon to make dramatic changes. As a Long-Term Care (LTC) provider in Ontario, Riverside is following the guidelines of the Ministry of Long Term Care and Public Health Authority directives to ensure everyone's safety.

We remain vigilant in our proactive measures required to continue to prevent the spread of COVID-19, especially for those we support living in long-term care (LTC).

- Along with all long-term care homes in Ontario, restrictions of non-essential visitors are still in place. At Riverside LTC each for palliative or dying resident is allowed 2 visitors, with only 1 in the facility at a time.
- Admissions to LTC homes from hospital and community are currently on hold.
- Robust Personal Protective Equipment (PPE) controls and procedures are in place.
- Infection control practices in place for dropped off items/gifts and mail for residents
- We have active screening in place for anyone who enters a LTC facility, including temperature checks. Staff are also screened and temperature checked before and after their shift.
- Our staff and residents practice social distancing at all sites including at meal times and during planned activities.

As per Ministry guidelines the procedure for deaths in LTC during a pandemic requires that an individual be moved to a funeral home within 3 hours of death. In the instance of a loved one passing our staff will promptly contact you for advisement on which funeral home you prefer, or you may make those wishes known in advance.

Riverside is using our expertise and resources to care for our residents and vulnerable members of our community. Riverside supported large-scale asymptomatic testing of all residents and LTC staff members, provides expert support, additional resources and education in infection control as we continue to provide our residents with exceptional quality care and services to our residents.

We recognize how emotionally difficult and challenging current restrictions are. We thank everyone for their understanding and cooperation. We encourage our residents' loved ones, friends and well-wishers to keep in touch. We have technology in place at all sites for our residents to have conversations via video chat applications, and our staff at each site will be happy to schedule a window visit for you.

The care and safety of our residents, team members and families are a top priority. Thank you for your unwavering support, friendship and commitment to the Riverside team during the COVID-19 pandemic.

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