

Friends & Family Newsletter

COVID-19 UPDATE

March 18, 2020

A Message from Broadmead Care

Dear Family & Friends,

In an effort to keep you fully informed, we will be sending out weekly updates. Unless there are extraordinary circumstances, we will provide an update each Wednesday while the COVID-19 situation continues.

Together we are facing a new and challenging situation that affects the entire globe, our province, cities, communities, families, and ourselves. Broadmead Care is taking a proactive approach to ensure our Care Homes remain as safe as possible. Here is what we are doing:

Recent Changes

As announced in previous communications, and in accordance with directives from the Provincial Health Officer (Dr. Bonnie Henry) and the Ministry of Health (Hon. Adrian Dix), we have:

- Temporarily restricted access to 'essential' visitors only. An essential visitor is defined as *family or primary contact of dying or critically ill residents* (effective March 16, 2020).
- Postponed entertainment, large-group visits, and social gatherings (effective March 16, 2020).
- Created a [webpage](http://www.broadmeadcare.com/covid-19) with information about COVID-19 and our response to it (March 16, 2020 – www.broadmeadcare.com/covid-19).
- Postponed our Adult Day Programs (effective March 17, 2020).

Keeping You Connected with Your Loved Ones

Because face-to-face visits are not possible right now, we are working on creative alternatives to help family members stay in touch. [Through our website](http://www.broadmeadcare.com) (www.broadmeadcare.com), you can now [send a message to a loved one](#), and/or upload a photo or other document, which will be printed, delivered, and shared with the resident by one of our staff.

We have also purchased additional iPads, and are working on a process to enable FaceTime visits with family members. We will provide additional information about this when this is available.

Staff Screening

As part of our strategy to keep our Care Homes safe and free from COVID-19, we screen all staff before they enter a Care Home. The following protocols are in place:

Staff are required to complete a screening protocol before every shift, and use of hand sanitizer is mandatory upon entry and before exiting our Care Homes. Staff who have returned from travel outside of Canada are required to self-isolate for 14 days.

Keep Our Living Environments Safe

Enhanced cleaning protocols are in place. Resident rooms and common areas, including high-touch surfaces, are being cleaned twice daily by a hospital-grade disinfectant that acts quickly against major pathogens, is highly efficient, odourless, and safe.

In addition to these measures, we are working with our Medical Director and Medical Coordinators to reduce and prevent hospital admissions, as much as possible. We have Registered Nurses at all Care Homes 24 hours a day, 7 days a week, and we have access to physicians to deal with medical issues that may arise and are within our abilities to manage. We must avoid transferring residents to hospital unless it is absolutely critical to do so.

Please be assured that we keep you and the interests of your loved ones at the centre of our decision making as we follow the guidelines and directives of our provincial health professionals. We are ever grateful for the ways you are supporting us to care for your loved ones, and for each other, during these challenging times.

Sincerely,



David Cheperdak
President & CEO



Melanie Hennig
VP, Care & Community Services