

Family & Friends Newsletter

COVID-19 UPDATE

April 1, 2020

A Message from Broadmead Care

Dear Family & Friends,

We are writing to you this week with updates as a result of steps the Province of BC continues to take to reduce the transmission of COVID-19, and to protect those who live and work in our Care Homes. Our priority continues to be the health and wellbeing of your loved one and our staff.

Recent Changes

- Effective last Friday, March 27, 2020, as directed by an Order from Island Health's Chief Medical Health Officer (Dr. Richard Stanwick), we implemented **single-site staffing**. This means that staff will work at only one care home – Broadmead Care or other – for the duration of the pandemic. The Province is moving to a similar model, but we considered it prudent to make this shift as soon as we could, to reduce the risk of potential transmission of the virus.
- Last week we advised that **gifts should not be brought to loved ones**. Effective immediately, we regret that **no items at all should be brought from outside into any of our Care Homes**. We realize how important it is for families to stay connected, but these are unique and challenging circumstances, and we appreciate your continued support. We recommend you send a message to your loved one through our **Keep Connected program**, detailed in the next bullet point.
- You can stay in touch with your loved one via our Keep Connected program by sending a message, photo, or video **through our online link**. Since launch, we've received more than 470 messages! You may also book a FaceTime video call with your loved one through this link. These ways of staying connected have brought joy to staff and residents alike, and have delighted your loved ones.
- We have had an enthusiastic response to our video chat program. We are thrilled with this, and are working hard to smooth out our process to best ensure everyone is able to experience a video chat with their loved one. Thank you for your patience and participation! We'd also like to thank those who donated to our Keep Connected program last week. If you'd like to help even more people engage through technology, please consider **making a donation**. (Choose "Broadmead Care – All Sites" and mention the Keep Connected program in the comment box.)
- We are working closely with our pharmacy provider to ensure all residents have the personal care items they require, such as shaving cream, toothpaste, or other items.

Resident Activities

While there are no performances from outside scheduled for the month of April, Activity Staff are busy finding creative and fun ways to engage residents in their living spaces. Your messages form a solid base for conversation and delight, so please keep them coming! Quick

videos (1-2 minutes) are especially appreciated – we even had one from Sturgis, a beautiful Golden Retriever who is a regular pet therapy visitor, who wanted residents and staff to know how much he loves and misses them.

This week, we shared a number of your messages, received through our **Grateful Family Program** with our staff. More than one heart was touched by the gratitude and compassion your kind words expressed.

Most importantly, we wish to assure you that we are doing everything we can to protect the health and wellbeing of your loved one. We understand how hard it is not to be able to visit as usual and see for yourself that they are well. You have our promise that we will contact you directly if there is a change in your loved one's health. If you don't hear from us individually, it means your loved one is well and content.

Just a quick reminder that there is information about the COVID-19 outbreak, and resources for families and friends, **on our website**. You can also access this link via our home page (**www.broadmeadcare.com**).

Thank you for continuing to support our staff, and us, as we navigate uncharted waters and take the steps necessary to protect your loved ones.

Sincerely,



David Cheperdak
President & CEO



Melanie Hennig
VP, Care & Community Services