



## Friends & Family Newsletter

### April 16, 2020 - Important Update

#### A Message from Broadmead Care

Dear Family & Friends,

We are writing so soon after our weekly update because there has been a change we need to notify you about.

This morning we received a guidance from Island Health that *all healthcare workers whose roles require direct contact with residents are advised to wear surgical or procedural masks when providing direct care and support for them*. This is not because anyone is sick – right now no one has the coronavirus in any of our Care Homes. This is a protective step we're taking to help prevent any possible illnesses in our Homes.

We will be providing a similar message to your loved ones tomorrow, so they understand why staff are wearing masks, and know we are continuing to do our very best to keep them happy and safe.

This is a bit of a change for residents, who are accustomed to seeing staff's smiling faces when they connect with, assist, or care for them.

Please be assured that we are continuing our practice of screening all staff prior to each shift they work and if they have any symptoms, they are sent home.

Thank you for your understanding and patience as we continue to do our utmost to protect all those who live and work in our Care Homes.

Sincerely,

David Cheperdak  
President & CEO

Melanie Hennig  
VP, Care & Community Services