



A Message from the CEO to the families of loved ones at Valley Manor.

I am sure that the information being shared on the news about long term care homes right now is very concerning for you all. It is such a difficult time for all of us. Digesting this information is challenging.

It is also extremely emotional viewing stories about long-term care homes and retirement homes being impacted for those with loved ones in long term care. We also know how difficult it is not being able to visit your loved ones.

It is extremely important to remember why you made the decision to put your family member in long term care. It was because you recognized their need for care by trained professionals in a setting that is designed to meet their unique needs.

In addition to the weekly communications that we have been providing to you, I also want to let you know that Valley Manor is in very good shape. Your loved one is in one of the safest long term care homes in Eastern Ontario.

Below are some of the main precautions that we have taken to protect your loved one:

- We have no staff or resident cases of Covid-19 and we are working our very hardest to ensure that it does not come through that door.
- We have an incredible group of hard working, caring and compassionate staff that continue to show up for work day and night to take impeccable care of your loved ones.
- We have an incredible group of relief staff (in all positions) that have been hired and trained to fill in for us should our staffing compliment fall below appropriate levels.
- We are working closely with the government and Public Health to ensure that we have the required amount of personal protective equipment available for the staff in the building.
- All staff and residents who show any signs of illness are immediately tested and placed in isolation pending results.

- We have additional staff hours added to environmental services to ensure that all high touch areas throughout the home are disinfected every hour throughout the day and evening.
- All staff that work at Valley Manor must only work here and cannot work at another health care facility.
- We continue to ensure that there are no visitors or external services (non-essential) entering the facility and our front entrance screeners are well trained and prudent.
- All staff must wear a mask at all times, on all shifts while they are in the facility.
- We have also enhanced our Infection Control Co-ordinators position and increased her hours during the pandemic.
- Our unions have been an excellent support for us throughout this pandemic. We continue to work closely together to ensure the very best for the staff and residents as partners.
- We have extended the staff room to ensure that the staffs are practicing physical distancing during their meal breaks. The Auditorium is now an enlarged staff room and meeting room while it is not in use during the pandemic.

I hope that this message is comforting to you during this volatile time in health care.

Please do not ever hesitate to speak to me directly should you have any questions or concerns. Your loved one is in very good hands.

“Remember that we isolate ourselves so that when we get back together, no one is missing.”

Sincerely,

Trisha Sammon

Trisha Sammon
CEO