Positive COVID-19

DATE: April 30, 2020

Dear Pinehaven Nursing Home Families,

Our teams have been working hard to protect the health and well-being of our Village family as the COVID-19 virus has continued to spread across Ontario. We have followed the best advice of federal, provincial and local Public Health Authorities to keep the illness outside of our Villages and we have thoroughly reviewed our Infection Control protocols in line with the latest information we have.

We are prepared and are glad to have made these advance preparations because, unfortunately, we have just learned that a team member has tested positive for COVID-19.

We wanted you to know as soon as possible.

While this is the news we were hoping to avoid, the experiences of many people around the world prove that even the most prepared home could have this happen, despite their best efforts.

We want to assure you that the infection control processes we have in place are being paired with additional measures to protect your health and safety as we support our Village member back to wellness in this difficult time. Please know that if there is any chance that you have been exposed to direct risk of contracting the virus, you would be notified so you can take all precautions.

We are prepared for this challenge and are grateful at this time that we have created a team here that we know will work together for the benefit of those we serve. Transparency creates the best conditions for trust and we are committed to providing more information as this case is treated and hopefully resolved quickly, along with any other cases that may arise.

I thank you for your support and we will continue to offer updates as information comes to light.

Sincerely,

Luke Denommé

General Manager, Pinehaven Nursing Home