



**Millennium Pavilion
Seniors' Lodge**



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Member of:
The St. Michael's Health Group of
Companies



March 16, 2020

Dear Residents,

In this challenging time of the pandemic COVID-19 crisis, St. Michael's is dedicated to ensuring that your health and wellness are a priority.

Following the direction of public health official, we have taken several measures to try to prevent the virus from entering our facility. But we need your cooperation and understanding in order for these measure to be successful.

Here is what we are doing to minimize the potential risk:

- we are not allowing any visitors into the facility
- we have increased cleaning of high touch areas and public spaces
- we have cancelled all outings
- we have cancelled all outside entertainment
- we have suspended volunteer activity
- we have cancelled church services (on the 8th floor and in the chapel in the Long Term Care Centre)
- we have closed the hair salon
- we are monitoring all our staff for any symptoms of the virus
- we will be checking all residents' temperatures once a day

We know how important it is for you to connect with family and friends and ask that you continue to do so but via telephone and other technologies. We do have some ipads on site and should you and your family wish to set up Face Time calls, this can be arranged through the Activities Convenor. Please be mindful that this will be available only as her time permits.

Other than attending essential medical appointments, we strongly recommend that you do not go out into the community. Doing so will increase your risk of contracting the virus and also put all other residents at risk.

We will continue with in-house recreational activities and encourage you all to attend. Increased cleaning measures will be taken with and equipment used during recreational activities.

Should you require supplies from outside of the facility (i.e. toilet paper, snacks, etc), we ask that you contact your family or friends and ask them to pick those up for you. They can then arrange to drop them off with the Manager and she will get them to you.

Our Tuck Cart will be available (we will advise you when) and there will be some supplies available for purchase there.

Here's what you can do to help minimize the risk of contracting this virus:

- wash your hands frequently
- use hand sanitizer where available
- if you are feeling unwell (have a fever or cough), let staff know immediately
- avoid touching your face
- if you cough or sneeze, please do so into your elbow
- when you blow your nose, discard the tissue into the garbage immediately and then wash your hands
- keep in touch with your family and friends but only via telephone. Remind them that they cannot visit at this time.
- avoid handshakes, hugs and other close personal contact

Working together, being vigilant with cleanliness and ensuring your safety are our top priorities. We are proud of our staff and their dedication to helping keep you well. Together with your help and understanding, and cooperation from your families, we will do all that we can to minimize the potential risk to everyone.

If you have any questions or concerns, please see your manager, Charlotte.

Sincerely,

A handwritten signature in blue ink, appearing to read 'C. Teterenko', with a stylized flourish at the end.

Christine Teterenko
Director, Supportive Living and Development