



October 6, 2020

Dear Elders and Families,

We continue to work hard at Sherbrooke to ensure our Elders and staff are safe and healthy. We remain free of any Covid-19 cases at Sherbrooke and are proud of the care and dedication shown by our staff and Elders to keep our community safe.

We are also aware that life is changing when it comes to Covid-19 in Saskatoon. School is back in session which means students are learning in classrooms alongside their peers. Restaurants, businesses and shopping centres are open. There are more social gatherings taking place, and although masks are being worn by more people, we are seeing an increase in the number of Covid-19 cases in Saskatoon.

Recently, there was a confirmed case of Covid-19 in a Saskatoon long-term care home. We can only imagine the anxiety felt by families and residents and staff connected with that care home. The situation was managed extremely well and it was contained to one person. This situation prompted us to reflect on how we are communicating with you. We realized that we need to be more proactive in certain aspects of our communications.

That's why we are sending this letter to you today.

In the event of a confirmed case of Covid-19 at Sherbrooke, here is what you can expect from us.

- We will enter into our protocol for respiratory outbreaks.
- Elders and staff will be isolated to their respective rooms and houses/neighbourhoods.
- A communication will be sent to families detailing the situation and outlining the steps being taken to keep Elders and staff safe. As we are bound by Privacy Law we are unable to provide specific personal health information regarding who has tested positive.

- Direct phone calls from our nurses will occur to families (as authorized under privacy law) if their loved one tests positive for Covid-19. This will include updates as they are able to provide them.
  - Phone calls will be made to families of Elders who are living in the affected house/neighbourhood.
  - Covid-19 testing will take place for all Elders and staff deemed close contacts of a confirmed case.
  - Indoor and Supportive Care visits will stop with the exception of compassionate visits.
  - Outdoor visits will stop.
  - Virtual visits will become a priority to connect Elders and families.
  - Bus trips into the community will stop.
  - Items will still be allowed to be dropped off on the cart at the front entrance.
  - The situation will be updated regularly in the form of emails to families as well as on our Facebook page and our website.
  - We will work closely with and take direction from the Saskatchewan Health Authority and the Chief Medical Health Officer to ensure we are taking all the necessary steps to keep our community safe and ensure the health of our Elders and staff.
  - All elders will have their meals in their rooms in the affected neighbourhood.
  - Know that if there is an outbreak, our workload changes dramatically as the need to use more personal protective equipment increases which adds time to all tasks.
- Trust that we will update you on your loved ones condition as we are able.

We hope this letter helps to ease any feelings of anxiety you might be feeling during this challenging time. The pandemic continues to confront us with new situations, but our staff, managers, Elders and families are working together to keep our community free of Covid-19.

If you have any questions or concerns, please contact your neighbourhood manager. Don't forget to check our website and Facebook page for the latest information from Sherbrooke. Thank you for your continued support and understanding as we focus on keeping our building free of Covid-19.

Kindest regards,

A handwritten signature in black ink that reads "Suellen Beatty". The signature is written in a cursive, flowing style.

Suellen Beatty - CEO