



# Holy Family Home

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## Message from Mr. J. Piché, CEO

Holy Family Home does not exist in isolation. We are very much an integral part of the larger health care system and we are closely connected with our community. The COVID-19 pandemic is causing much stress and anxiety, and this is entirely understandable. Collectively, we have never witnessed a pandemic of this magnitude, which is impacting on all of us: our residents, their families, our staff, the community, our city and province, and indeed the entire world. It is an understatement to therefore say we are living in unprecedented times. In extraordinary circumstances such as these, protocols and practices are changing so that we may more effectively protect those around us and keep the COVID-19 infection from spreading.

Over the past few weeks, daily life has been impacted at Holy Family Home for all concerned. This week has been especially difficult because we were required to announce the provincial direction to impose visitor restrictions. We feel for our residents and for all family members because we know how important those connections can be, especially in such circumstances.

I want to thank our residents and their families for understanding and for supporting the restrictions that we have had to implement. Know that our priority is to continue to provide the best care possible for your loved ones.

I am comforted to see the resiliency of our residents and I also note that they too understand the need for these extraordinary measures. Activities on the units are continuing, and we are committed to finding ways to ensure that families remain connected to their loved ones.

I want also to thank all our direct care staff for their commitment to Holy Family Home and the residents in our care. They are on the front lines of health care and, as such, they sacrifice much for a greater cause. In my eyes, all of our staff are heroes and I am very proud of them, their courage, unselfishness and dedication. They are working diligently to ensure the comfort, well-being and safety of each resident. They are loving and caring individuals who consistently manifest altruistic motivations in ensuring the best quality of life possible for our residents. In these difficult times, our management and non union staff are also working extremely long hours in overseeing the management of the Home, and by taking on many additional tasks to support our staff in caring for our residents.

We ask for your continued prayers during this very difficult time. Know that we along with the Sisters Servants of Mary Immaculate continue to pray for you and your loved ones.

Sincerely,

Jean R. Piché, CEO

*To Serve is to Love*