



Holy Family Home

Owned and operated by the Sisters Servants of Mary Immaculate

Holy Family Home, Inc.
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Message from Mr. J. Piché, CEO

COVID-19 Update - March 24, 2020

On behalf of the Sisters, the Board of Directors and staff, we want to thank all of you for your support and understanding as we continue to manage and work in a highly evolving and uncertain environment. We appreciate the encouraging words we have received from families and others, which give us strength and reassurance.

Our first priority is to protect the residents who live at the Home, as well as the staff who consistently demonstrate care and compassion in all their activities and tasks. As an integral part of the health system, we are participating in daily conference calls with the WRHA Long Term Care Program. Visitation restrictions continue with end-of-life situations being the only exception at this time. These restrictions are being imposed because they are necessary to mitigate the risk of spreading the COVID-19 virus.

Other points to note include:

- We continue to screen staff before every shift. We ask whether they have traveled in the past 14 days, how they are feeling, and we also take their temperature. This process has worked very well to date, and we have every intention of continuing with this practice for the foreseeable future.
- Our Management Team meets daily to discuss and make decisions as new information becomes available through the WRHA and Shared Health.
- Every effort is being made to engage residents in activities of daily living. Many of our administrative, para-professional and management staff are assisting with resident care at meal time.
- We are also working with staff and providing education on the COVID-19 virus, routine precautions, as well as social distancing practices so that they too can remain healthy and able to continue to provide the care the residents deserve.
- Our recreation and social work teams are working on setting up appointments to connect residents and their family and friends through video calls. If you are interested, please contact Sandra Katchnoski at: skatchnoski@hollyfamilyhome.mb.ca.
- With respect to the residents' personal clothing, some families do their loved one's laundry. This practice can continue for now, but the resident's personal clothing must be returned to our front reception in a plastic tote that is wipeable with a surface disinfectant.
- We are also allowing families to bring food in for their loved ones, provided that it does not include fresh produce, vegetables and fruit. The food must be placed in a sealed Tupperware container or it must be pre-packaged and wipeable with a surface disinfectant. The inherent risk of contamination is a significant concern, and we must be doing everything in our power to avoid unnecessary risk to the health and well-being of the residents in our care.

Families can continue to communicate with us, either by email or phone. We are experiencing an increasing number of phone calls at the unit level. Nurses may not be able to respond to all these calls, as they continue to coordinate the care of residents with other members of the care team. You may be required to leave a message and continue to be patient with us. Please know that we will call you if there is a concern regarding your loved one's health status.

Thank you for your ongoing understanding and support.

Jean R. Piché, CEO

To Serve is to Love