



December 24, 2020

Dear Residents, Family Members, Staff, & Friends:

Many of you may have seen recent media coverage about the COVID-19 outbreak at Shalom Village. I know how difficult and worrying it must be to read these stories. Today, I want to take a moment to reassure you that our residents are receiving appropriate care, and their health and safety, as well as the safety and wellbeing of our staff, remains our top priority.

The Shalom Village leadership took immediate action when the outbreak was declared on Dec. 9 and we have been working closely with experts at Public Health since that time. We immediately began enhanced cleaning and testing of all residents and staff. On Dec. 14 we began working with experts at St. Joseph's Healthcare Hamilton through the Section 29.2 Health and Protection Act. We have employed the help of external agencies to support staffing and enhanced cleaning and nutrition.

We have received many inquiries about essential visitors, and offers of volunteers from our community, as well as from well-meaning individuals outside of our community. As much as we would like to have the support of volunteers to assist us with resident care, our partners at Public Health have indicated to us that we cannot currently take advantage of those resources. We have engaged in conversations with individuals who are willing to provide support to the home when Public Health deems it appropriate to do so.

It is also important to note that we can and have made exceptions on compassionate grounds, for family members of residents who are palliative, or at end-of-life. We recognize how important it is for loved ones to have access during this stage of a resident's care, and we are doing everything we can to accommodate those compassionate visitations.

We have absolute confidence in our partners at Public Health. We hold daily meetings with the Public Health team. These teams include local experts and physicians who have worked with homes throughout the Greater Hamilton Region, and we are fortunate to have the benefit of their experience and expertise.

As a result of the excellent collaborations with our partners, Shalom Village has requested to engage St. Joseph's Healthcare in a voluntary temporary management agreement. This is being done as a proactive measure, and it will enable us to access further staffing, supply management, and educational and cleaning support through St. Joseph's.

We are committed to remaining transparent and to providing you with pertinent, and relevant information relating to the care and wellbeing of your loved-ones and of important developments at Shalom Village. Thank you for your continued support and patience, as we all work together to eradicate this virus from Shalom Village.

Respectfully,

Dr. Larry Levin

Interim CEO, Shalom Village

Acknowledged · Together · Home · Organization · Memories · Enablement

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