

October 23, 2020

Hello everyone,

## **Suspension of TCU/Respite Care visitors**

As of tomorrow, Saturday October 24, TCU/Respite care visits will be suspended for two weeks. At that time, visitor restrictions will be re-evaluated.

The restrictions are for *all* visitors/designated support persons.



Please understand this decision wasn't made lightly. Our personal care home is currently experiencing a COVID-19 outbreak and suspending TCU/Respite visits makes sense: we need to take every measure to protect our residents/patients/clients, you and our staff and our volunteers.

Of course, visiting exceptions for compassionate reasons or end of life are possible and decisions will be made on a case-by-case basis.

We encourage you to explore window and virtual visit opportunities. We have added additional phone lines to our TCU/Respite units and implemented Wi-Fi on all three floors to make it easier for you to stay in touch.

We continue to use iPads to connect clients with family and friends through FaceTime and other messaging apps.

A reminder you can also send an email message to your loved one through MHC's *Email a Resident* program found on the black header of every page on our website:

misericordia.mb.ca

Our staff will provide regular phone updates and advise if there are any changes to your loved one's health status. We are here to listen to you and answer any questions you may have! We will continue to work with you to support your loved ones.

We encourage you to call the units at any time or email managers directly:

Cornish 2 204-788-8398 Manager: Martine McGinn mmcginn@misericordia.mb.ca
Cornish 5 204-788-8128 Manager: Joy Arado jarado@misericordia.mb.ca
Cornish 6 204-788-8130 Manager: Stacey Morgan smorgan1@misericordia.mb.ca

We appreciate your patience and understanding with the implementation of these new visitor restrictions.

Yours sincerely,

Jennifer Taylor, Director, Long-Term Care

204-788-8451

jtaylor@misericordia.mb.ca