

A Letter of Appreciation

Labour day weekend marked the 6 month anniversary of the implementation of the precautionary measures due to the coronavirus.

At first we were surprised and confused, then apprehensive and fearful. We worried about the implications for our families, jobs, communities and then ourselves. How could we survive being together, and yet be kept apart safely? With trepidation we settled into the precautions and restrictions imposed on us. As time went by, we wondered about our safety. As word spread of other facilities with infection, we waited each day for this news of our own facility. After some time, that seemed like forever, the virus seemed to wane and we realized we had survived. As we emerged from the restrictions imposed due to the virus, we could celebrate our survival and anticipate with careful adherence to protocols, a hopeful future.

And why were we untouched by this deadly virus that claimed so many of our peers? We believe this happened because of the people of Seton who rose to the challenge of our care with commitment and fortitude.

They are the Management Team, who acquiring the necessary information for best practice, developed a plan and implemented that plan with AHS. This was done without a blueprint or previous example to draw from. The plan was adhered to rigorously and consistently!

They are the Food Services Staff, who continued to provide properly balanced hot and cold meals. Not only in the dining room, but room to room during periods of isolation. All being delivered on time!

They are the Housekeeping Staff, who dealt with increased volume of laundry, as well as extra duties in sanitizing and cleaning. These duties were carried out even with residents confined to their rooms!

They were the Reception Team, who along with their duties of answering the phone, directing visitors and sorting mail, also had to receive and dispense heavy bags of laundry and personal items to residents. These items had to be documented and carefully logged. They also had to set up appointments, screen, make sure forms were completed, and account for numbers and whereabouts of all visitors and residents comings and goings: until they didn't know if they were coming or going!

They are the Recreation Team, who had to totally change their role to meet the new needs of residents. They tried to connect as many families as possibly through technology, email, phone and skype, as well as structured outdoor visits. These were controlled by the protocols for distance and sanitation. They also planned and supervised indoor visits, to allow more time and privacy for residents and families. All of these tasks required planning, documentation, and again, adherence to AHS protocols!

We can't forget the Families who patiently waited for a parking spot, waited in line to enter the lobby to drop off and collect laundry and personal items for their family members in the heat, rain and cold. They too had to follow distance and sanitation procedures!

Finally, they were the people who were on the Front Line with us. The Nurses and the Health Care Aides, who showed up every day without regard for their own safety and that of their families, to keep us safe and clean! They listened to our complaints about dealing with the "new normal", even though they had no responsibility for it. They performed their duties with commitment, purpose and understanding!

We do not know what the future brings. Will we have a repetition of this experience? We do know however, that whatever happens we are in safe hands at AgeCare Seton. We, the representatives of the residents thank you for caring for us, and treating us with dignity and respect. Thank you to each and everyone of you for your time, your commitment and generosity of spirit!!

Remember to be careful, be grateful, above all to be kind to one another!!

Your AgeCare Seton Resident and Family Council