

To our valued and dedicated staff,

March 11, 2022

As we mark the two-year anniversary of the World Health Organization declaration of the global pandemic, we would like to look back over the past two years and acknowledge all Carewest staff, physicians and contracted service providers for their contributions throughout a most tumultuous pandemic. We have seen remarkable demonstrations of hard work, flexibility and dedication and as we near two years of pandemic response, and everyone has gone above and beyond during this time, all while living the Carewest values of caring, relationships, learning and responsibility.

Thank you to the 97% of staff and 100% of physicians, who have been fully vaccinated against COVID-19, as your efforts protect yourselves, your colleagues and our residents and clients. And thank you to all, who have diligently kept up with and followed changing public health orders and guidelines as they pertain to continuing care. Single-site restrictions, PPE requirements, visitation requirements have all changed over the past few months, and we acknowledge the huge bulk of work that goes into the implementation of new orders.

Together, we have endured much and persevered through some very heavy months, and we want to reflect on some of the opportunities COVID-19 has provided.

- We have all grown our resilience and ability to adapt to ever-changing circumstances.
- We have developed creative approaches to providing care and conducting our daily work, in ways we never would have, had we not been tested by the demands of the pandemic.
- In the midst of division and misinformation, we have seen wonderful examples of compassion, kindness and understanding.
- We have innovated, while the pandemic has kept us apart, we have still found ways to come together.

We know Wave 5 isn't over yet. We are still living and working through one of the greatest challenges to our health care system in recent memory. However, we are optimistic there are better times ahead.

To shine some light on an otherwise dark time, Carewest has developed the Shine Some Light page on carewest.ca/shinesomelight where we will be posting notes of thanks from colleagues, residents, clients, families and anyone else who wants to say something uplifting for Carewest staff. Send all your messages and notes, through the [Shine Some Light Submission Form](#).

We also have other ways to thank each other. You can send a Thank You Card electronically, to your fellow staff members, by filling out the [Thank You form](#) (located under the Corporate tab on Careweb). Your message of thanks will be e-mailed directly to the intended recipient.

Please take this time to celebrate your accomplishments using the tools mentioned above or simply by taking the time to honour your achievements, to re-charge when you need to, or to nourish your mental health. The Carewest Operational Stress Injury (OSI) Clinic developed a tool that can help with the online COVID Wellness Support Program for staff. E-mail wellnesssupport@ahs.ca for access to the modules.

We know the demands of all the variants, and more recently Omicron, have proved to be overwhelming in many ways. We are so grateful for our staff, the physicians who work within our care centres and for our contracted service providers, and we know you all continue to do all you can to protect the health of our residents and clients, despite the ups and downs of COVID-19.

Thank you for everything you do, each and every day.

Lesley Myles & Jennifer Craddock
Acting Co-Chief Operating Officers

We   Carewest Staff

