



MEMO

TO: ALL STAFF AND VOLUNTEERS
FROM: HUMAN RESOURCES
DATE: MARCH 17, 2020
RE: HR Bulletin #4

ENTRY RESTRICTIONS ARE IN EFFECT UNTIL FURTHER NOTICE

A 'no visitors' policy is now in effect for both the Manors and Towers. This was a difficult decision but the restriction was put in place to protect our residents and tenants from COVID - 19.

As we all know, the events of the past days and weeks have been unprecedented and we will continue to monitor and navigate through the challenges posed by this rapidly changing situation. The growing concern around COVID-19 has everyone feeling uneasy, especially as we face more changes to our daily routines and future plans. Our main priority is to keep our residents, tenants, employees and families safe.

Volunteers

We have made a difficult decision to also withdraw many volunteer services (such as volunteers going into the Manors) until further notice. Some volunteer assistance will continue (such as Meals on Wheels, mail delivery and others). Should this change, volunteers will be notified.

We wish to thank all volunteers for your commitment and support to Holland Christian Homes. Volunteers are asked to please continue to monitor their emails as we will be providing regular updates regarding COVID-19 as they become available. Once the situation has stabilized, the Volunteer Coordinator will be in touch to reactivate regular volunteer services.

Manors

In order to ensure a safe and secure environment for the residents of the Manors, **effective immediately, we are limiting entry to the Manors to only those that are deemed “essential visitors” (this would include visitors who have a family member who is dying or very ill)**, each of whom will continue to be actively screened.

We will be working with Activity staff to explore other methods for residents to communicate with families such as “Facetime”, “Skype” and coordinating phone calls plus other innovative options. We also need to take steps to ensure that all of the residents refrain from leaving each of the Manors unless absolutely necessary. The safety and well-being of our vulnerable residents is our top priority. If a family member wants to drop off food or personal items for a resident living in the Manors, these items can be left with the screeners at Faith and/or Grace Manor, and nursing staff are to bring these items to the resident.

Towers

In an effort to reduce the risk of COVID-19 being introduced into the broader HCH community, we will also be instituting a “No Visitor” policy within the Towers. Where possible, we will be actively screening and limiting visitors to the Towers.

Caregivers will be permitted in the Towers, however they must self-screen or present themselves to the screeners in Faith Manor or Grace Manor. For the well-being of our full community, our hope is that tenants will discourage visitors from entering our premises and only leave for essentials such as grocery shopping or medical appointments and to use caution by avoiding any large crowds. As such, activities involving large gatherings are cancelled within HCH.

We are asking that everyone use your best judgement and adhere to suggested “social distancing” guidelines.

Effective March 17, 2020, the tenant dining room will be closed to congregate dining. Tower Tenants who participate in the Tenant Dining Room meal plan will still be able to get their meal by coming to the dining room (or library on Grace Manor side) to pick up their meal and take it home to enjoy. Meals can

be picked up between the hours of 12:30pm to 1:00pm.

The Faith Manor snack bar will remain open but only between the hours of 11:00am – 1:00pm. To support social distancing as per above, no meals are to be consumed in this area. No hot beverages will be served at the snack bar at this time, however cold beverages will still be available.

Staff Screening

Screening remains in effect for every staff prior to every shift, regardless of where you work within HCH.

Staff Working in both Grace and Faith Manors and/or Towers

The outbreak protocol that restricts staff from working in more than one area is not yet in effect (this may change should we have a confirmed case of COVID-19). In an effort to prevent any cross-contamination, staff may work in two areas provided that they have a shift off in between to allow the staff to go home and change clothes. Furthermore, if a staff is doing a double shift, then it must be in the same home/area (for example - cannot do a day shift at Faith Manor and an evening shift at Grace Manor on the same day).

Reminder to practice good hand washing and perform personal hygiene, and practices for cleaning and/or disinfection of all frequently touched surfaces in the workplace.

Who can you contact if you have any questions or concerns about the situation, about visitation access, or precautions at HCH?

Manors: Contact the Director of Care, Assistant Director of Care or Administrator.

Towers: Contact the Director of Tenant Care or designate.

We will continue to monitor the COVID-19 situation closely and should we have to further adjust the way we operate here at HCH, we will endeavour to communicate any changes as quickly as possible. We encourage you to visit the website www.hch.ca on an ongoing basis for up to date notices.

Our staff and volunteers are amazing! Thank-you for all that you do.

Thank you for your patience and the support you have already shown in the face of this global crisis. **The great thing about our Holland Christian Homes community is how people come together to support one another and we will emerge from this situation stronger than ever, together.**

With the reduction of support from students, volunteers and families, **we need to keep an eye on each other and make sure nobody is pushing themselves too hard – we must pace ourselves and prepare for this to be our new normal for some time.**