

BULLETIN #1: MARCH 12, 2020 FOR TENANTS, RESIDENTS, FAMILIES & VISITORS – COVID-19 PRECAUTIONS AT HCH

Effective March 11, 2020, the World Health Organization declared COVID-19 a pandemic, pointing to the over 118,000 cases of the coronavirus illness in over 110 countries and territories around the world and the sustained risk of further global spread. **Tenants and residents living at HCH are at higher risk of serious illness.** Out of an abundance of precaution, HCH is taking extra Infection Prevention and Control (IPC) measures that are considered *over and above* the current guidelines for the general public in Ontario at this time in an effort to prevent any potential spread of the COVID-19 and other illness within HCH.

This **Bulletin #1** is designed specifically for tenants/residents, families and visitors to Holland Christian Homes (HCH). Its intent is to keep everyone informed of the COVID-19 and to inform how we can work together to protect everyone living, working or visiting any of our Towers or Manors (Faith & Grace Manor) by preventing any potential spread of the COVID-19 and other illnesses. Additional bulletins will be published and made available whenever there are new developments in the spread of the COVID-19.

HCH is committed to doing everything we can to protect the health and safety of our tenants/residents, employees, volunteers, suppliers, service providers and their families and want to assure you that we are taking every reasonable precaution to prevent the occurrence or spread of COVID-19.

We must continue to remain calm and remember that prevention remains our best strategy.

ENTRY RESTRICTIONS ARE IN EFFECT UNTIL FURTHER NOTICE:

All families/visitors to our Manors AND the Towers who have travelled from outside of Canada in the past 14 days (from ANYWHERE in the world, including as a passenger on ANY CRUISE SHIP) are RESTRICTED FROM ENTERING OUR MANORS AND TOWERS FOR 14 DAYS upon their return/entry to Canada.

VISITORS / FAMILIES SHOULD RESTRICT ALL NON-ESSENTIAL VISITS UNTIL FURTHER NOTICE.

Travelling Outside of Canada – Discouraged

Any and all travel outside of Canada is strongly discouraged by anyone associated with HCH including residents, families, employees, students and volunteers. It is the responsibility of all individuals to monitor the status of any countries or areas you may be visiting, and to be aware of the potential risks.

For the purpose of this restriction, a 'Visitor' to our Manor includes, but is not limited to:

- Family, friends and acquaintances of our residents/tenants
- Non-essential services, contractors

Be assured that **all HCH EMPLOYEES** (including on-site essential services, volunteers, contractors and practicum students working in our Manors) **who have returned from travel anywhere outside of Canada in the past 14 days are also subject to restrictions on entry to HCH** when they are returning to work or coming to volunteer. (**Note:** Staff and Volunteers and Students are covered under their own bulletin with increased/heightened restrictions and precautions).

All returning travellers should visit our website at www.hch.ca for regular updates and guidance on the recommended monitoring, self-isolation, and testing guidelines related to COVID-19.

Further to any travel-related precautions, **all VISITORS, VOLUNTEERS and EMPLOYEES are RESTRICTED FROM ENTERING HCH if they are feeling unwell and are showing ANY signs of illness including cold-like symptoms, fever, cough, and difficulty breathing.**

OTHER IMPORTANT NOTICES AND CONSIDERATIONS:

Resident outings and external appointments in the community

- HCH strongly encourages all tenants/residents and families to consider whether any tenant/resident outings in the community are necessary, and to limit any non-essential outings to reduce tenants/residents' potential for exposure to illness.
- We encourage tenants/residents and families to consult with their physician and the care team to determine any medically-necessary

appointments, and to discuss the appropriate precautions tenants/residents and families should be taking when residents are exiting and re-entering our Manors or Towers for necessary appointments and outings.

- HCH is cancelling any recreation outings for the time being until further notice. We apologize for the inconvenience, but are confident that you will understand we have made this decision based on the best interests of our tenants/residents' health and safety.

What else is HCH doing to prevent and prepare for a potential COVID-19 outbreak?

Voluntary or Passive Screening (Towers)

Voluntary or Passive Self-Screening requires people entering the building to evaluate their own travel contacts and symptoms and voluntarily leave if they do not pass the criteria.

For visitors to our Towers, **Voluntary Passive Self-Screening is required** - notices will continue to be posted at entrances with hand sanitizer for visitors and staff. Please take the time to read these each time before you enter, and do not enter if you fail the screening or are not feeling well at all.

Active Screening (Manors)

Active Screening means an employee will ask everyone attempting to enter the Manor a set of screening questions - asking about potential symptoms of COVID-19, specifically, if they have a new onset cough, if they are experiencing shortness of breath or if they have a fever. They will also be asked about their recent travel history to any area outside of Canada or contact with people diagnosed with COVID-19. Temperatures will be taken to identify possible fever.

Effective immediately, **Active Screening** will take place at a single entrance point for both Faith and Grace Manor Long Term Care Homes. **All employees, volunteers and visitors** (anyone wanting to enter the Manors) will be screened at the entrance by Faith and/or Grace Manor employees.

Anyone who fails any part of the screening process will be asked to reschedule their visit and to contact the local telehealth provider (1-866-797-0000) or their own health care provider.

To minimize inconvenience, we encourage all tenants and residents to reach out to all of your family members and friends who visit to advise them they will be screened on entry and ask them to stay home if they are sick, feel unwell or are displaying any respiratory symptoms (recently-acquired cough, difficulty breathing, fever etc).

We realize the inconvenience this may cause for you and families and friends. We apologize in advance, but **we must do everything we can to prevent the spread of COVID-19 within HCH.**

Other actions being taken

- We are continuing to review our internal Pandemic Response Plan, completing regular stock-takes of our supplies, and making every effort to ensure our supplies are well-stocked in preparation for the potential threat of an outbreak.
- We have increased our staffing levels in the housekeeping department to support increased cleaning for enhanced Infection Prevention Control (IPC) practices.
- Significantly enhanced education on hand-hygiene and other IPC practices is being increased throughout HCH.
- HCH will continue to accept new resident/tenant move-ins and will facilitate tours for the placement of new residents/tenants (taking appropriate screening measures). However, we will be reducing the frequency of unscheduled drop-in tours or open house events to limit movement of unessential visitors throughout our Towers and the Manors.
- Our teams will be closely monitoring all tenants/residents, visitors and each other for any symptoms of illness.
- HCH is paying close attention to information from the Ministry of Health, Ontario Health, and other government and health authorities.
- In the event of an outbreak or threat of an outbreak of an unusual infectious disease, direction on best practices for outbreak management will be provided by the Ministry of Health and may extend beyond HCH's internal IPC Policy.

The Managers of Activities and Volunteer Services at HCH will be reviewing and monitoring all recreation activities involving visitors to our sites:

- All individuals or small groups of volunteers and/or service providers for activities or entertainment programming will be screened in line with HCH's enhanced visitor restrictions and precautionary travel directives.
- All large group visits (i.e. clubs or other organizations) will be cancelled within our Manors and the Towers including church services. Where possible, the use of channel 990 will be used to broadcast events such as church services.
- All intergenerational group programming with daycares, school and youth groups will be cancelled.

Preventing the spread of COVID-19

Our key preventative strategies for COVID-19 remain the same as our infection prevention and control practices for other respiratory illness outbreaks. HCH strongly encourages all visitors who meet the requirements for visitation to our Towers / Manors to exercise the following precautions:

- **Do not enter if you are feeling unwell and showing symptoms of illness.**
- Limit your visits only when considered necessary.
- Limit your visits only to tenants/residents in their rooms, avoid interactions with other tenants/residents, avoid visiting in common areas, and avoid touching people, equipment, and things as much as reasonably possible.
- Practice good hand-hygiene, such as frequent handwashing and use of hand sanitizers, especially before and after contact with other people and things.
- Cover coughs and sneezes into your elbow (not your hands).
- Avoid touching eyes, nose and mouth with unwashed hands.

What communication related to the Coronavirus can you expect from HCH?

- This Bulletin is the first - additional bulletins will be published and made available whenever there are new developments in the spread of the COVID-19.
- We will ensure regular, up-to-date information is provided to everyone through our website: **www.hch.ca**

- Channel 990 will also be used to provide regular updates.
- Important current notices will be posted prominently at all HCH entrances.
- As per our usual practice, our teams will continue to contact the designated primary point of contact for changes related to the health status of our tenants/residents.
- HCH will provide transparent and timely information related to the status of any suspected or confirmed cases of COVID-19 related to our residents, employees, or visitors associated with our Towers or Manors.

How can you keep up to date or get more information about COVID-19?

For the latest COVID-19 information relevant to Ontario, please visit the following website: www.ontario.ca

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.

Thank you for your understanding and cooperation

Thank you for your understanding and cooperation to help us all keep as healthy and safe as possible during this time of potential threat from the novel coronavirus. HCH is closely monitoring the situation, and we are taking all necessary precautions for the protection of everyone at HCH.

We understand that these directives and precautions have implications for us all. We will continue to make our best efforts to support enhancing the quality of life for our tenants/residents and families, providing a safe work environment for our staff and volunteers while also supporting these necessary and heightened measures for infection prevention and control at this time.

Regards,

Ken Rawlins
Chief Executive Officer