



BULLETIN #3: MARCH 18, 2020 FOR TENANTS, RESIDENTS, FAMILIES & VISITORS – COVID-19 PRECAUTIONS AT HCH

ENTRY RESTRICTIONS ARE IN EFFECT UNTIL FURTHER NOTICE

A 'no visitors' policy is in effect for 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.

I am writing to share an update on behalf of management as we adjust to the effects of COVID-19 on our HCH community. 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. I realize that 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.

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 will also be taking 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 they will get the nursing staff 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. For the well being of our full community, our hope is that tenants will discourage visitors from entering our premises. We are asking that each of you use your best judgement and adhere to suggested “social distancing” guidelines. It would also be ideal if Towers tenants were able to stay within the HCH complex and only leave for essentials such as grocery shopping or medical appointments and to use caution by avoiding any large crowds. In fact, when it comes to grocery shopping, now is perhaps the perfect time to start trying alternative shopping options such as online grocery ordering. Watch for notices that will detail some of these alternatives.

Caregivers will be permitted in the Towers, however they must self-screen or present themselves to the screeners in Faith Manor or Grace Manor.

Groceries for tenants can be left in the lobby of the Tower the tenant lives in for the tenant to pick up. When you are delivering groceries, let your loved one know when you are leaving the groceries in the lobby so that they can pick them up.

Tenant Dining

The tenant dining room is closed to congregate dining. Tenants who participate in the Covenant Tower Tenant Dining Room meal plan will have their meals delivered to their apartments between the hours of 12:30pm to 1:30pm.

Tenants who participate in the Tenant Dining Room meal plan on the Grace Manor side of the street will pick up their meal by coming to the library between the hours of 12:30pm to 1:00pm and take it home to enjoy. **For take-out only.**

If tenants do not want the main choice, tenants will need to inform the dietary staff the day before for the next meal.

Covenant Tower Snack Bar

The Snack Bar will remain open but only between the hours of 11:00am – 1:00pm. **For take-out only.** Hot and cold beverages will be served at the snack bar, however in take out containers only (no personal mugs allowed).

Tenants, and Staff / Volunteers must consume their meal or snack/drinks in the comfort of their own apartments or in designated areas (not in the snack bar area please) to support social distancing as per above.

Meals on Wheels

No change to service.

GM Café / Restaurant

Opening will be delayed.

We have cancelled all group activities. Tenants are encouraged to stay home and to only go out when absolutely necessary.

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 will use channel 990, the lobby televisions and notices that are posted on bulletin boards or passed through your doorway. I'd also encourage you to visit the website www.hch.ca

on an ongoing basis for up to date notices.

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 I am convinced that we will emerge from this situation stronger than ever,



together.

Regards, Ken Rawlins, Chief Executive Officer