



HCH *Here to Care.*

Holland Christian Homes Inc.  
7900 McLaughlin Road South  
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**Thursday, December 23, 2021**

## **MEMO:**

**Regarding: COVID-19 UPDATE**

**Distribution: ALL TOWERS TENANTS**

**From: Dawn Serrick**

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**Dear Tenants,**

Due to the rapidly increasing cases of COVID-19 in our community, we have been working on contingency plans in Towers Nursing. As you are likely aware, there is a staffing crisis across the healthcare sector. As we plan for what may lie ahead for us in the pandemic, this means we must look at what we will do if our staff get sick and there is a need for reduced services.

**It is our sincerest hope that we will not need to make any cuts to our levels of service due to staffing challenges.**

But in anticipation that it may be required, we are asking for your help. We would like all tenants to create a back up plan in the event that our services need to be decreased or suspended. Please connect with your families or loved ones about your back up plan and see how they might be able to assist you if it becomes necessary.

In the event of a staffing crisis within Towers Nursing, the following changes/reductions in service, will be required:

### **Assisted Living**

- Reduction in number of visits per day
- Reduction in the number of showers per week

### **Medication Assistance Plan or Fee for Service**

- Overall decreased or suspended services
- We will provide phone calls for medication reminders
- Homemaking services will be put on hold

### **All Tenants**

- If tenant tests positive for COVID:
  - we will provide phone calls for medication reminders
  - we will bring groceries to your door
  - we will take garbage placed outside of the tenant's door out for disposal
- Towers Nursing staff will not enter apartments where tenants have tested positive for COVID or have a suspected case of COVID
- Masks must be worn any time Towers Nursing staff are visiting your apartment



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At this critical and concerning stage of the pandemic, it is more important than ever to continue to:

- Practice social distancing
- PROPERLY wear your mask, over your mouth and nose
- Practice hand hygiene
- Limit visits to those who have been fully vaccinated and require masking by your visitors
- Limit your visits to 2 people at a time
- Remind your visitors to go straight to your apartment and leave directly. We do not want visitors walking throughout our facilities.
- Please note that Towers Nursing staff will not enter an apartment if there are more than 2 visitors

We recognize that this is a challenging time for everyone. The last thing we want at this Christmas season is to have to limit visitors and put new restrictions in place. But it is critical that we all do our part to keep every tenant, resident and staff member safe.

Finally, we would ask that you all join us in praying for Holland Christian Homes. Pray for God's protection over all of our tenants, residents and staff. We have experienced God's protection thus far and join us in praying that He will continue to shield and protect us and that we will soon see an end to this pandemic.

I wish you all the best this season as we celebrate the birth of our Saviour and remember that it is all about Jesus.

Merry Christmas!

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