

Dear Residents, Families and Loved Ones/Visitors

It has now been almost two weeks since The Brenda Strafford Foundation implemented a Visitation Ban restricting entry into our sites to protect our residents from the threat of the COVID-19 virus. We have been in regular communication with residents, families and designated contacts through a variety of methods during this time. We will continue to keep you updated on our progress and status with transparent information.

We greatly appreciate your patience, understanding and support of the important measures we are taking to safeguard our residents and staff from COVID-19.

While we are currently focused on enhanced health and safety measures, we continue to be guided by our core value 'People First.' People are always at the centre of everything we do. All our measures are designed to safeguard our people – Our Residents, Employees, Families and Community as a whole. As follows is an update on some important prevention measures and preparations we are undertaking to ensure the safety of our people.

Restricting our health care staff from working at multiple sites:

- Given the heightened risk of transmission presented by employees working at multiple health care sites, The Foundation has implemented a directive to restrict all BSF care staff currently working at other health care sites and organizations to only work at a BSF site.
- Employees have the choice between continuing to work exclusively within a BSF site, or to take vacation or a Leave of Absence to continue working with another health care employer at this time.
- We are working with our employees, senior management and HR teams to ensure we remain fully staffed, and to minimize the impact and appropriately support employees who may be affected by this action.
- This measure has been put in place to do everything that is reasonably possible to reduce the potential for inter-site transmission of COVID-19 from other care environments.
- We strongly believe this is in the best interest of our residents, employees and the continuing care sector.

Early testing of residents presenting symptoms of illness:

- Our residents are at higher risk of serious illness from exposure to COVID-19 and respiratory illnesses, as such, we continue to closely monitor all residents for any symptoms of the virus or any illness.
- Residents in continuing care are identified by the province as a priority for COVID-19 testing. Early testing and appropriate isolation precautions now occur at the first sign of any symptom in a resident.

Implementing 'Isolation Wards' in preparation for an outbreak of COVID-19:

- BSF presently remains free of the COVID-19 virus at our sites thanks to the preventative measures we have proactively implemented, and the diligence of our people in taking these measures seriously.
- In addition to enhanced preventative measures, we are actively planning and preparing for a potential case of COVID-19 within our sites to ensure that we are prepared to respond immediately and effectively to contain the virus. This includes the implementation of a dedicated 'Isolation Ward' at each of our sites.
- If a resident is showing possible symptoms of COVID-19, the appropriate isolation precautions will be immediately implemented in the resident's room until the test results are received.
- Any resident that is confirmed to have COVID-19 will immediately be relocated to a designated 'Isolation Ward' for enhanced isolation and containment precautions by a dedicated team of care staff. This will provide extra protection to other residents.

**OUR RESPONSE TO THE CORONAVIRUS: COVID-19
SPECIAL BULLETIN #5: MARCH 27, 2020 FOR RESIDENTS, FAMILIES & VISITORS**

What are some of the other ways we are managing changes to our services at BSF?

Social distancing does not mean isolation! Therapeutic recreation and life enrichment activities continue to engage our residents. 'Pop-up' recreation is happening daily on the neighbourhoods in small groups to ensure social distancing. The modified recreation activities look a little different than usual, with more focus on small groups and individual activities, but we remain busy finding creative ways to stimulate and engage residents.

We know how important it is to remain connected to our loved ones and our support networks, especially during times of stress or uncertainty! In-person visits are restricted at present, but we are finding other ways for residents and families to remain connected. Ask the recreation team at your Manor how you can arrange a video-call on the iPads we have provided for 'Virtual Visits'. Or think about how you can make a fun trip to see your loved one through a 'Window Visit,' like this family did by waving to mom from a distance at Bow View Manor.



Our nursing and physician teams are working together to support phone and video assessments of residents. We know that members of the care team working at multiple sites remains one of the greatest risks for inter-site transmission of the virus in health care settings. Not only are we requiring our nursing and care staff to work only at one site at this time, physicians are only visiting residents within our sites when it is considered absolutely necessary. We are making the technology available to support virtual assessments and rounding by physicians in collaboration with nursing.

Residents with rehabilitation goals continue to be supported to make progress or maintain their mobility abilities. While restorative care's large group classes have been cancelled to support social distancing in our programs, the team is getting out and about on the neighbourhoods to facilitate small group classes, with a ratio of one staff to four residents. Walking programs continue on the neighbourhoods, as well as individual strengthening programs. The department continues to address equipment needs with site-owned equipment, but have currently put a hold on ordering new wheelchairs and equipment unless it is necessary.

We all remain vigilant in supporting enhanced Infection Prevention and Control (IPC). All staff across all departments have a responsibility to practice IPC and are frequently practicing hand hygiene and sanitization of equipment. However, our hardworking housekeeping departments have increased staffing levels to support enhanced cleaning throughout our Manors. Our regular in-services schedule has been modified to allow our expert educators to spend more time on the floor and support enhanced education based on IPC best practices.

The importance of the dining experience remains a key aspect in quality of life for our residents. Our dining services are modified to ensure social distancing measures at meal times, but our kitchen and dietary teams are working hard to ensure that meals and meal times remain an enjoyable experience for residents.

Thank you for your patience and understanding as we work hard to modify our services and find new ways to continue to support your needs under the circumstances. If you have any questions or concerns, please contact your regular primary point of contact at your Manor.