

## **A Statement from The Brenda Strafford Foundation regarding Clifton Manor**

**The Brenda Strafford Foundation unfortunately confirms that Clifton Manor, a Long Term Care site owned and operated by The Foundation, received confirmation on April 8 of two positive cases of COVID-19 within the site.**

Clifton Manor immediately enacted the Containment Plan including activation of the 'Isolation Ward.'

Our team at Clifton Manor is prepared! The site is currently fully-staffed as at April 9. Clifton Manor has the full support of The Brenda Strafford Foundation's senior management team and medical directors. We will continue to work together as a team to safely and effectively contain the virus, and take care of our residents, and each other.

Read [full statement here](#) and keep up to date with updates and other information at [thebsf.ca/covid19](https://thebsf.ca/covid19).

## **Restriction on deliveries and supplies**

**We remind families to please refrain from deliveries of non-essential food or supplies to residents at our Manors. Deliveries are restricted to 'essential items only' at this time.**

As with all our restrictions, this is in the best interest of the health and safety of all residents, to prevent the occurrence of COVID-19 (or any other illness) inside our Manors. We continue to remind families and loved ones to please not bring any unnecessary food or supplies to residents at this time, until further notice.

We understand care packages are one way for you to reach out to your loved one. While we have tried to accommodate deliveries of supplies and care packages up until this time, unfortunately the demands of receiving deliveries, inspecting appropriate packaging that is able to be easily sanitized, and ensuring all items are disinfected properly has become unsustainable at this point in time. We trust that you will understand this concern and thank you in advance for your understanding and cooperation.

This measure is to reduce all unnecessary visits and limit the potential vectors for exposure of the virus into our Manors. It will ensure we can maintain the highest standards of Infection Prevention and Control within our sites by reducing the potential risk of contaminated surfaces on containers and packaging.

However, we do understand that this restriction can have a significant impact on the quality of life for our residents (especially those with particular dietary requirements or preferences that are supported by families who provide special foods). \*\*In special cases, where it is considered essential for the well-being of residents, food and other necessary supplies or items that The Foundation is unable to source and supply for you, may be delivered under certain conditions and by exception upon approval of the site management.\*\*

The Brenda Strafford Foundation is able to supply most commonly required items and supplies including toiletries, personal care items, and candy and snacks. We are happy to work with residents and families to ensure that we can supply items you may require. Please contact us to make any necessary arrangements.

**OUR RESPONSE TO THE CORONAVIRUS: COVID-19  
SPECIAL BULLETIN #6: APRIL 10, 2020 FOR RESIDENTS, FAMILIES & VISITORS**

**Visitation Reminders**

**As we start the Easter Long Weekend, we know this is a time that families and loved ones are looking forward to connecting.**

Thank you for your patience, understanding and cooperation in finding other ways for you to connect with your loved ones including phone calls, 'virtual visits' and 'window visits'. Please continue to connect with the recreation department at your Manor if you would like help in facilitating these options.

As we look forward to the warmer spring weather ahead, we have started to receive some requests for patio visits outdoors with residents. Unfortunately, this request will not be permitted at this time, as we consider the risk to be too high. We will continue to support our 'window visits,' with family members and residents able to visit each through a window barrier while talking on the phone or through other creative means (such as signs, pictures and even fun dress-up and costumes).

We also assure you that as the weather warms up, residents will be spending time outdoors in our courtyards and patios. This outdoor time will be managed safely, in small groups with appropriate social distancing measures supported.

Thank you once again for your understanding and cooperation.

**Updated 'Frequently Asked Questions' and other Information**

**Reminder to check the website at [www.theBSF.ca/covid19](http://www.theBSF.ca/covid19) for updated responses to some 'Frequently Asked Questions' and for current information from The Brenda Strafford Foundation.**

In particular, the FAQ section has been updated again this week in response to some of the common questions submitted for the Virtual Town Hall held last week. We will continue to keep the FAQ section of this webpage updated. You can also access an archive all of the special bulletins published to the website.

The Feedback received from the first 'Virtual Town Hall' was overall very positive. We are pleased this forum was effective, and provided useful information, as well as an opportunity for you to voice your questions. We will aim to continue holding more 'Virtual Town Halls' as needed in the future.

**We wish you all a safe Easter.**

**Thank you once again for your ongoing understanding and support.**

