

MEMO

Date: March 13, 2020
From: J. Piché, CEO
To: All Staff, Residents, Families, Visitors, Tower tenants, Physicians
Subject: COVID-19 – Measures to Prevent the Spread of the Virus

I want to provide you with an update of HFH's preparedness and the measures we are talking to mitigate (and hopefully prevent) the spread of COVID-19 in our facility.

HFH is committed to doing everything we reasonably can to protect the health and safety of our residents, employees, volunteers, and families. Those at greatest risk of severe outcomes are the elderly. Our residents are most vulnerable, and every effort must be taken to safeguard their health and well-being.

Until further notice, the following measures are being implemented:

1) Active Screening process

All employees will be required to enter HFH through the front entrance. The employee entrance will be used as an emergency exit only. All employees and visitors will be screened at the front entrance. HFH staff and security personnel will be located at the front entrance to conduct the screening.

This level of screening is being introduced to ensure a higher level of protection for our residents and staff.

Active screening staff will ask everyone who enters HFH about potential symptoms of COVID-19, including whether they have a cough, whether they are experiencing difficulty breathing, or if they have a fever. They may also be asked about their recent travel history to affected areas or whether they have been in contact with people diagnosed with COVID-19. Temperatures will be taken to identify a possible fever. Everyone will be asked to wash their hands with a hand sanitizer before entering the facility.

Depending on the results of the screening process and the individual's recent travel history, visitors may be asked to reschedule their visit and to contact Public Health or a physician.

We are also requesting that all Tower tenants enter HFH through the front entrance of the Home, and avoid entering via the Link Dining Room. Tower tenants will be screened as well.

2) Cancellation and/or suspension of programs, services and activities

Until further notice, the following programs and services will be suspended:

- a) All large group activities that include external participants, such as the Monday choir group.
- b) All Chapel services, including Sunday liturgies. A Roman Catholic mass is available on the television. Unit staff will be able to turn on the unit TV to Channel 7 at 10:30 AM or Channel 160 at 10:00 AM on Sunday mornings in the dining area. Eucharistic Ministers will distribute

Holy Communion to residents on Sunday mornings. Holy Communion will be given using disposable wooden sticks to prevent any contamination.

- c) Saturday morning bingos.
- d) Evening programs.
- e) Family dinners or social bookings involving large groups.
- f) Welcoming ceremonies.
- g) Resident / Family care conferences. These may be held via teleconference with family members.
- h) The large group morning Rehab program will be discontinued for now, and will be replaced with walking programs on the units.
- i) Tours provided by Social Work.
- j) The Link Dining Room will be closed on weekends.
- k) The Gift Shop and Canteen will be closed.

3) Communication

We are committed to providing timely information to all our stakeholders through the following vehicles:

- Information will continue to be posted at the front reception and in the elevators.
- The digital screens on the main floor and in the cafeteria will be updated as necessary.
- The HFH website will be activated in the next few days (visit www.holyfamilyhome.mb.ca).

In addition, everyone is encouraged to obtain further information at <https://www.gov.mb.ca/health/coronavirus/>.

4) What you can do?

As outlined by the provincial health authorities, you should frequently wash your hands, cough and sneeze into your sleeves and stay home when sick or feeling unwell.

Everyone should also adopt social distancing strategies, including:

- Minimizing prolonged (more than 10 minutes), close (less than 2 metres) contact between other individuals in public;
- Avoiding greetings that involve touching such as handshakes;
- Disinfecting frequently used surfaces;
- Following public health advice related to self-monitoring and self-isolation if you have traveled or have been exposed to someone ill with the virus; and
- Considering avoiding travel, crowded places and events, especially if you are at high risk.

We realize the inconvenience these measures may cause for visitors and staff. We apologize in advance, but it is our collective responsibility to do everything possible and necessary to prevent and minimize the spread of COVID-19 to our residents and employees.

We thank you for your cooperation.