

## For Better Retirement Living



March 13, 2020

Dear Augustine House Community,

I wanted to reach out to our community to update you on Augustine House's current infection control plan in response to the worldwide COVID-19 pandemic. As communities around the world face this challenge, Augustine House would like to assure our community members that we are doing everything we can do to reduce the risk of this virus spreading.

Augustine House is blessed with employees who are well versed in infection control. Every fall we as an organization prepare for events such as this. We appreciate the understanding of the Augustine House community during these difficult and uncertain times as this pandemic situation evolves. The leadership team is confident that we will, as a community, take all necessary precautions.

Elderly individuals and people with medical conditions are the most vulnerable population segment and are at greatest risk of severe complications from COVID-19. For this reason we will be reviewing processes and policies on a daily basis. As this is a fluid situation, with new information coming from the Federal and Provincial Governments as well as Fraser Health Authority, we ask that all visitors pay attention to signage at the entrances to Augustine House. Communication will also be available for the duration of this pandemic, through our website and Facebook, as well as messaging to residents and staff on site.

To date the following processes have been implemented:

Residents:

- Residents have received education on how to best protect themselves through in service, posters, and information sheets.

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- Management and staff will continue to educate and encourage residents to follow protocols put in place to keep themselves and our community healthy.
- Communication will be ongoing to ensure residents understand changes to processes and the rationale behind these processes.

### Visitors:

- Visitors who are ill, including any degree of respiratory symptoms, are asked to stay at home and visit with their family member by telephone.
- Visitors who have traveled out of the country are not permitted to visit for 14 days after returning to Canada.
- If your visit is just a courtesy visit, in other words non-essential, we ask that you postpone this visit.
- Any visitor entering the building is asked to self-evaluate using the posted tool, and is reminded to wash their hands upon entering the building using the provided hand sanitizer.
- As per Fraser Health Authority guidelines, no more than 2 visitors per resident should visit at a time and visits should take place in resident suites whenever possible. Children under 10 years of age should not visit.
- Visiting hours are now in place. We ask that families who do visit, do so between the hours of 10 am and 6:30 pm. Please check in with reception when you arrive.

### Social Distancing:

- Larger group activities are currently cancelled. Our management team is reevaluating all activities on a daily basis.
- Residents and visitors are encouraged to remain more than 1 meter apart.
- All planned bus outings have been canceled until further notice.
- All entertainment has been cancelled until further notice.

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- All outside groups and vendors have been cancelled at this time to reduce the number of individuals entering the building.

### Isolation and outbreak protocols:

- Nurses at Augustine House have been reeducated to recognize respiratory outbreak symptoms, testing procedures, and outbreak control measures.
- In the event of an individual displaying new or worsening respiratory symptoms, the individual will be immediately isolated and Public Health officials will be notified for advice and next steps.

### Testing:

- As per government requirements, testing by way of a swab will be conducted on any senior exhibiting new or worsening upper or lower respiratory symptoms.

### Infection control

- Hand hygiene education has been provided to both staff and residents. Families and visitors are encouraged to educate themselves on proper techniques. YouTube sites such as <https://www.youtube.com/watch?v=3PmVJQUcm4E> for soap and water cleaning and <https://www.youtube.com/watch?v=ZnSjFr6J9HI> for cleaning with alcohol-based cleaners are good sources of information.
- Common areas and high touch area cleaning has been increased as per Fraser Health Authority infection control protocols.
- Current evidence strongly suggests COVID-19 is spread by droplets and direct contact. In the event of a presumed or confirmed case, Augustine House will follow provincial infection control guidelines, including the use of appropriate personal protective equipment, when caring for a person with COVID-19 or a person under investigation for COVID-19.

### Staffing measures:

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- Staff should not be working with a new or worse cough. As of today, staff who have travelled outside of Canada, there will be a required 14 day self-isolation period prior to returning to work as announced by the Provincial Government today.
- Should COVID-19 outbreaks occur in other senior's communities, any staff who work in the affected residences will be asked not to come to Augustine House either until the outbreak at their other workplace has ended, or they have completed the required 14 day self-isolation.
- Augustine House appreciates the hard work of every employee who comes to work, or stays home when not feeling well. Their commitment to the health and wellbeing of our community is commendable.

Please be aware that Augustine House is reviewing and updating the infection control plan as the situation within Ladner and the Fraser Health Authority evolves. Changes will be posted on our web-site as well as our Facebook page.

Thank you for your continued support of Augustine House and your continued commitment to assist us in keeping our community safe and well.

Yours Sincerely,

A handwritten signature in blue ink that reads "J. Reiners".

Jackie Reiners, BEd, MSc, MHLP

Executive Director

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