

## COVID-19 Update - March 20, 2020

### Dear Residents & Clients, Families and Visitors,

As the COVID-19 pandemic continues to evolve and impact Simcoe County, we are doing everything we can to adhere to Public Health guidelines and keep our residents, clients and staff safe.

Below please find new guidelines effective March 20 at all our long-term care homes, retirement home and supportive housing facility. These decisions have not been made lightly and are at the direction of Public Health officials. We know our residents and clients are among the most vulnerable and we are doing everything within our power to support and protect them.

### Residents Restricted from Leaving the Facility:

Our Chief Medical Officer of Health for Simcoe-Muskoka has advanced directions that now prohibit long-term care residents, retirement home, and supportive housing clients from leaving their homes except under medically warranted circumstances. The County is strictly adhering to these directions.

In an effort to keep everyone as safe as possible, the County of Simcoe cannot release residents and clients to family members or others. Medically necessary treatment will be authorised by attending medical staff in conjunction with our management team.

This is a difficult but necessary decision to help ensure our vulnerable residents and clients are as safe as possible.

### Postponing all Group Programs:

As another precautionary measure to prevent any further spread of any type of cold symptoms we are temporarily postponing all group programs and activities. These activities will only be provided by our staff on a one to one, basis as able and appropriate.

### Visitation:

In order to ensure a safe and secure environment in Long-Term Care, Retirement Homes, and Supportive Housing facilities, the Ontario government has requested that only essential visitors be permitted in our homes. Essential visitors are only those visiting a resident that is very ill or at end of life.

## Mandatory Screening at Long Term Care Homes and Seniors Services Facilities

All Long-Term Care and Senior Services staff, students, volunteers and visitors continue to be “actively” screened for COVID-19 by a dedicated person in each location. This involves questions regarding respiratory symptoms as well as taking the individual’s temperature.

**ANYONE that fails any part of the screening process will be asked to leave work and to contact telehealth and/or their health care provider.** Any staff member who has travelled outside Canada must self-isolate for 14 days.

## High Risk Individuals

The Federal government has directed that ALL older adults 70 years of age and older and those individuals that are immunocompromised, stay home and “self-isolate”. Please ensure to social distance a minimum of **2 arms length apart** if you are in contact with other people and avoid leaving your home unless absolutely essential.

## Pet Care

For our clients living in our senior’s housing that own pets, we ask that if you are taking your pet out for a walk, that you please remain on the property at all times. For our residents living in our Georgian Residences and Simcoe Village, you will be required to be screened upon returning into your building.

## Groceries & Essential Supplies

Given the restrictions to our clients to stay home and self-isolate, we want to remind you not to go out to pick-up groceries and other essential items you may need. Lists of local grocery stores and pharmacies that provide home delivery have been provided to All of our residents. Should you require additional items not provided by any of these organizations, we recommend that you contact a family or friend not under the restrictions listed above to obtain and drop off these items. If you are still unable to obtain necessary items, please contact a member of our Management Team.

## County’s procedure

If you have COVID-19 symptoms, do not enter a Long-Term Care home or Seniors Services facility. Please self-isolate and contact Telehealth (1-866-797-0000), your local health care provider, or the Simcoe Muskoka District Health Unit (705-721-7520 or 1-877-721-7520) for more information.

Thank you and please contact a member of our **Management Team** should you have any questions.