

## 04/15/20 - MEMO TO THE RESIDENTS IN TERRACE EAST

There is a worldwide pandemic called Coronavirus that is taking the lives of many, but especially seniors. Those over 80 have a 20% rate of dying from this illness. Those who have co-morbidity (multiple illnesses, such as diabetes or heart disease) have a greater rate of dying when they contract this illness. The virus is called Coronavirus. The illness is called COVID-19.

1. **No Visitors**, including family or staff who work at Menno Place in Terrace East.
2. You may also receive **deliveries of medication** from a pharmacy directly to your apartment.
3. **The reason for these strict rules on who may visit you is simply to lessen the opportunity for coronavirus to inadvertently be passed to you by another person. The safest way for you to avoid coronavirus is to avoid people and stay within your apartment suite where the surfaces are clean.**
4. **What if you are a married couple living together?** This is called a COHORT. If you both stay in your apartment, you will both be safe, and you can touch each other and be close to each other. If one of you leaves the apartment, you **MUST** wear a mask within the apartment building, and you **MUST** wash and sanitize your hands before coming back into the apartment. The two of you are like ONE. When one person does something that can risk getting coronavirus, they risk it for both of you.
5. **Who can pass the coronavirus to you?** Someone within 6 feet of you who either has no symptoms or mild symptoms (doesn't know they have COVID-19). Without trying to we all send droplets of spit out of our mouth and nose. Those droplets land on you and enter your body through your mouth, nose or membrane in your eye. This is why you wear a mask, even when you are with someone you love.

6. **Personal hygiene care** – anyone who is within six feet of you to shower you or dress you **MUST** wear a mask and goggles. **This protects both of you.** The goggles protect the care giver from getting any coronavirus droplets in their eye. Their medical-grade mask (not cloth) protects them from any droplets that you may have **AND** protects you from their droplets getting on you. Do not be offended by their Personal Protective Equipment. **ALSO, you can wear a mask when you are with them if you want additional protection for yourself.**
7. **What can pass the coronavirus to you?** An object that has the coronavirus on it. You touch it and then touch your face, moving the coronavirus to have access with your nose and mouth. We are wiping down your groceries with disinfectant so that it won't be on your milk containers or cereal boxes. We are holding your mail for 48 hours so that, if there is coronavirus on the mail, it has died before it is delivered to you. Our goal is that you do not need to touch anything that may have coronavirus on it. Think about the elevator buttons (use your elbow) or the garbage bin handle or door handles. Wash your hands immediately upon returning to your apartment and wipe your door handles with disinfectant.
8. **When to wear your mask:** Wear your mask every time you leave your apartment suite in the building and when you are near others. For example, if your Registered Visitor comes to clean your apartment, you must wear your mask when they are in your apartment.
9. Every day, you will be asked the **5 Active Screening Questions** that are on your door. These questions are the first symptoms of COVID-19. If you say "yes", we will get you a COVID-19 test. You may just have a cold. Knowing if you have COVID-19 will help us to isolate you in your apartment and make sure that you are get the care you need. If your symptoms are severe, you should call 9-1-1.
- Do you have a fever?
  - Do you have a new or worsening cough?
  - Do you have a new or worsening sore throat?
  - Do you have a new or worsening sneezing?

e. Do you have new or worsening shortness of breath?

10. **Who can protect you?** There is one person who will protect you from this coronavirus. **It is you. You** are the one who must practice social distancing – standing 6 feet away from everyone. This is the length of a hockey stick. **You** must wash your hands carefully and frequently with soap – especially when you leave your apartment and return to your apartment. **You** must wear the mask so that no droplets with coronavirus (either in air or from another person) will get into your nose or mouth.
11. **Coronavirus is killed with an alcohol -based disinfectant or with bleach.** Coronavirus is removed with soap. If you can wipe down the areas of your apartment suite with disinfectant that have been touched by another person, you will kill the coronavirus. Wipe down your door handles – inside and out as well as the shelf or container outside of your door. This is where we leave memos and notices.
12. **The staff in Terrace East are following a strict infection control** protocol – at the beginning and end of their shift they are asked the same five Active Screening questions that are on each apartment suite door. They are hand sanitizing or washing hands frequently. They are wearing masks and goggles as personal protection for themselves and for you.
13. **Visiting with others outside** – It is possible to visit with others and remain six feet away from them, but it is VERY difficult. At the Living Waters Garden, you can only sit one per bench. It is difficult to walk past someone without getting closer than 6 ft. If you are hard of hearing, you will have a difficult time being 6 ft apart. This distance is REQUIRED as it is the distance beyond which spit droplets will most likely NOT reach you.
14. **Going out for walks** – Assisted Living residents are ordered by the Medical Health Officer to stay on our property. This means you can walk the pathways and go to the Living Waters Garden. You may no longer walk to Mill Lake or off of the property.

15. **Groceries** – A family member may provide extra groceries for you. They can do this seven days a week from 9am – 12pm. We will pick up the groceries at the door, wipe them with disinfectant and deliver them to you in the afternoon. Rely on your family FIRST and grocery art LAST. If you need help with groceries, please call Nik: 604.851.4006
16. **Grocery Cart** – The first priority for the grocery cart to supply groceries will be for those who do not have anyone who can bring them groceries. We will ask those people for grocery orders (milk, bread, eggs, toilet paper – the basics). After that, we will take the cart through your building.
17. **Driving** – This is NOT the time for you to be driving or going out to get groceries or run errands. We are here to support you with everything that you need. Every time you go out in your car, you put yourself and all of the residents in this apartment building at risk as you expose yourself to the coronavirus that could be in other locations. Even a leisurely afternoon drive can be dangerous. If you get a flat tire or are in a car accident, you will need to call for help and endanger both yourself and those who assist you.
18. **Medical Appointments and Necessary Medical Treatments** (chemo, dialysis, blood work, blood transfusion, etc). You need to go to your necessary medical appointments at ARH. Before you return, you must call Cheryl Dawes 604.851.4020 so that she can ask you the Active Screening questions and provide you with permission to return. If you answer “yes” to any of the questions or you have been in contact with someone with COVID-19, you will be isolated in your apartment for 14 days. We will provide you with your meals and all that you need.
19. **Announcements are made every day at 12pm on Channel 10. Please tune in and you will be kept up to date on what is going on.**