



## MEMO

**To:** All residents, staff, family members and friends  
**From:** Linda Hygard, Managing Director  
**Date:** May 15, 2020  
**Re:** COVID-19 Protocols Update

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As many businesses reopen in Medicine Hat and area, more people will be moving about, increasing the number of points of transmission. Given the severity of outcomes should the virus find its way into a seniors residence, we must remain vigilant in ensuring we do everything we can to keep the virus out of Chinook Village and if, in the unfortunate circumstance a resident or staff tests positive, do whatever we can to contain it. Many of our protocols are directives from the Chief Medical Officer of Health (visit [www.alberta.ca](http://www.alberta.ca) for full listing of all orders) or best practices gleaned from the many learnings available.

All Albertans should practice physical distancing to help limit the spread of COVID-19 and reduce the risk of getting sick. Physical distancing involves taking steps to limit the number of people you come into close contact with. This is not the same as isolation – you do not need to remain indoors, but you do need to avoid being in close contact with people.

To protect yourself and others:

- Keep at least 6.5 feet (about the length of a hockey stick) from others when going out for groceries, medical trips and other essential needs
- Try to have only one person in the household do the shopping and limit the number of times you leave your home for errands and shop at less busy times
- Order online to have groceries or other items delivered if possible
- Go for a walk on Chinook Village's property or in the park while maintaining distance from others
- Avoid overcrowding in elevators or other enclosed spaces
- Wash or sanitize your hands after touching communal surfaces
- Wash or sanitize your hands every time you enter your suite

### For all residents of Chinook Village

- No Inside Visitors. This policy (implemented Mar 18) is in place to limit the number of non-residents in the Village and when exceptions are made, we have appropriate

screening and contact information available should an outbreak occur. No one under the age of 18 will be permitted.

- Social distancing. All residents and staff are mandated to social distance, ie: keep 6.5ft or 2m away from other residents, staff and visitors.
- All lounges, guest suites and bistro remain closed.
- Stay in your buildings unless you have received prior approval to cross into other buildings.
- Corner Store and Park is available to all residents.
- Open seating areas (not lounges with closed doors) maybe used to visit with other residents. Small groups of three consistent residents is ideal, with social distancing observed. No food, drink or common touch items (books, pamphlets, magazines) should be shared.

**Essential Services permitted to enter site with prior approval include:**

- Emergency response personnel - fire, police, ambulance, etc.
- Urgent/emergent contracted building services (elevators, heating/cooling, fire alarms, etc.
- Independent – appliance repairs, phone/internet hook-ups
- **Essential** pick-up and deliveries - oxygen, laundry, food, supplies, etc. Whenever possible,
  - Independent residents should receive delivery at the building door. No screening requirement if this case.
  - Supportive Living /Assisted Living deliveries should be left at main entrance for resident pick up or staff delivery.
- Newspaper delivery
- Other essential services
  - Physicians, nurses, allied health (Occupational Therapy, Physical Therpay, etc), Home Care, Speciality Consultants (foot care – Pamela’s), pharmacy, lab, public health, infection control, authorized inspectors, funeral home staff, religious leaders.
- Move in / move outs will continue therefore movers (2) will be permitted access when required.

\*\*\*All essential services personnel must screen at Reception if they are entering any building.

## **Independent Resident Visitors**

Exceptional circumstances may require family involvement in suite. In these rare circumstances,

Visitors must

- Request exemption to no visitor policy
- Screen at front desk prior to going to the appropriate building
- Sanitize and wear mask (bring your own) upon entry into the building
- Stay in resident room only

## **Assisted Living and Supportive Living Residents**

As you reside in a Licensed Supportive Living Facility, all the Chief Medical Officer of Health Orders apply and are enforceable with fines.

### Comings and Goings

- Residents are encouraged to stay on the property except for essential visits (groceries, pharmacy, medical appointments, banking) or spend time outdoors.
- Residents must advise reception when they are going out and be screened at reception upon return. (Exception - Residents who go outside but do not leave the property are not required to screen upon return).
- Residents going to appt with family members must limit the number of persons in the vehicle to one other besides resident and mask.
- Residents going to visit family or friends off-site may be required to self-isolate for 14 days upon return.
- Residents are permitted to go to the park but should not cross closed doors.
- Guided tours to park are available through recreation.

### Designated Essential Visitor

Residents identified one designated essential visitor who would be permitted entry to the resident suite when a resident is dying, or in rare situations, the resident care needs cannot be met without the visitor's assistance. This person must be 18 or older and not change (exceptions apply).

Visitor's must:

- Prearrange visit – Monday to Friday, 1:00pm to 4:00pm (exceptional circumstances may be accommodated)
- Be screened at reception with questionnaire and temperature check

- Sanitize hands and wear mask
- Be escorted to and from resident room
- Stay only in resident room
- No exchange of food, drinks, or gifts

### Outdoor Visits

Residents are permitted to have outdoor visits with their designated essential visitor plus one more. No age restriction.

Visitors must

- Prearrange visit (for contact tracing)
- Not enter the building (only essential visitor permitted in)
- Continually mask (bring your own mask) and follow appropriate physical distancing orders
- No exchanges of food or drink or gift giving (breaks the social distancing orders)
- Wear authorized visitor tag

Visitors may go to the park; however, this will be restricted to no more than 5 groups of 3 visiting at the same time.