



Information About Coronavirus (COVID-19):

Letter to our Residents and Stakeholders

Dear Christie Gardens residents, family members, friends and stakeholders,

As you may have heard in the news lately, globally, we are facing a pandemic of a new coronavirus (COVID-19). This virus causes symptoms such as cough, shortness of breath and fever. However, in those who have existing chronic conditions, the severity of the illness can be life-threatening. This is similar to influenza, but we do not have a vaccine for COVID-19, as of yet. Please refer to the reverse side of this page for more information on how to protect yourselves and prevent the spread of viral infections, and to learn what Christie Gardens is doing to prepare.

Due to the higher risk for severe symptoms among Christie Gardens' resident population, we are asking for your help to protect your community in the following ways:

- **Ask your visitors to stay away if they are ill. Ideally, at least 48hrs symptom-free before visiting.**
- **Report respiratory symptoms to the Wellness Centre via phone call to 416 530 1330**
- **Report (via phone call) return home from travel outside of Canada to the Wellness Centre prior to attending group activities or a meal in the dining room**
- **Report (via phone call) close contact with others who have travelled outside of Canada in the last 14 days to the Wellness Centre and prior to attending group activities or a meal in the dining room**

You may be asked to remain in your suite until the Health & Wellness team have discussed the details of your specific situation and determine a course of action. If you are asked to remain in your suite and you require meal tray delivery, delivery service charge will not apply.

Please note, personal protective equipment, such as surgical masks, are to be worn only on the direction of a medical health professional. We must exercise stewardship of supplies, as per Public Health Ontario.

A screening questionnaire has been implemented for visitors to the Courtyard Community and will be implemented at the Melita Cres. and Christie St. entrances this week. Please remind your guests of the importance of following the sign-in process, hand hygiene, and following directions NOT to visit if they answer 'yes' to any of the screening questions.

As Torontonians, we continue to be at a low risk of exposure to the virus. However, we recognize the severity of the impact on our community IF an outbreak were to occur here. Therefore, we are taking precautions in line with Public Health Ontario's recommendations for Long-Term Care homes. Together, we will get through this as a community.

Thank you,

Jocelyne Alves, Director of Health & Wellness

Dr. James Stewart, Medical Director



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Updated March 11, 2020

What is COVID-19?

Coronaviruses are a large family of viruses that can cause symptoms ranging from the common cold to more serious respiratory infections such as bronchitis, pneumonia or severe acute respiratory syndrome (SARS). Symptoms include: fever, cough and difficulty breathing

How is COVID-19 spread?

The virus is spread by close human to human contact through droplets when you cough or sneeze or when you touch a contaminated surface and then touch your face before washing your hands.

How can we protect ourselves?

There are everyday actions that help prevent the spread of respiratory illnesses, (including cold & flu). Take these everyday steps to reduce the spread of the virus and protect you and your community:

- Wash your hands often using soap and water or alcohol-based hand sanitizer
- Sneeze and cough into your sleeve
- Avoid touching your eyes, nose and mouth
- Avoid contact with others who are ill & stay home if you are ill
- For more information about COVID-19 you can visit www.ontario.ca/coronavirus

What should you do to prepare?

- Do not panic, risk of exposure to Torontonians, Ontarians and Canadians remains low.
- Talk to your family members and friends, remind them not to visit if they are ill
- Educate yourselves from trusted sources of information, get the facts
- Report respiratory illness to the Wellness Centre and stay home if you are ill

Christie Gardens has partnerships with food suppliers and pharmacies in order to support our residents in the event of an outbreak in our facility. You do NOT need to stockpile medication or food.

What is Christie Gardens doing to prepare?

We receive daily reports on the current state of the COVID-19 pandemic as well as instructions for interventions. Staff education with regards to infection prevention and control and outbreak routines occurs annually and is the same for influenza and other respiratory illnesses. Environmental cleaning continues to be increased throughout cold and flu season and for the duration of this pandemic. In addition, we have implemented the following:

- **Our staff and residents are being screened for travel and close contact with others who have travelled. Isolation precautions are assessed on a case-by-case basis. Please refer to the reverse side of this page for further instructions.**
- **Screening of ALL visitors, including; volunteers; vendors; service providers; students; and LHIN care workers. Please remind all of your visitors of the importance of following screening and signing-in procedures.**
- **We have cancelled all tours of Christie Gardens as well as resident outings.**
- **Communication to all residents, staff and stakeholders. See letter on reverse side of page.**
- **Re-enforcing with staff the importance of hand hygiene and frequency infection control practices.**
- **We are increasing the frequency of environmental cleaning in the Wellness Centre, Courtyard Community, and physiotherapy and fitness equipment.**