

## **COVID-19 Update #29, April 29, 2020**

On March 15, 2020, we activated Phase 3 of our plan, which triggered the suspension of all visitation, this remains in effect until further notice.

Day 49. There are 0 cases of COVID-19 at York Care Centre. As of this update, 18 employees and 6 residents have been tested and all confirmed negative.

### Operational Updates:

- York Care Centre has been chosen to lead a virtual care pilot project with the Department of Health and Department of Social Development. Our clinical team & physicians are coordinating this activity.
- We added new questions to our employee screening process. In addition to the previous temperature and screening questions (headache, new or worsened cough, sore throat), employees are also asked about new onset of fatigue, new onset of muscle soreness, diarrhea, loss of sense of smell or taste.
- Public Health has indicated that healthcare workers and residents of long-term care facilities will continue to be prioritized for COVID testing.
- With the nicer weather, we are working to ensure residents can safely get some fresh air. Our external patios are available to residents, providing we can ensure physical distancing.
- We are putting the final touches on our Pandemic Plan, which will include some preliminary planning for recovery. As always, we will keep you posted on this progress.
- Our temporary Specialized Isolation Care Area (SICA) is now complete – let's continue to hope we won't need it!
- All employees continue with screening procedures, and if an employee has more than one job, they have been asked to select a single employer during the pandemic phase.
- The COVID-19 leadership team meets three days per week at 0930 hrs to receive situational reports and make decisions to ensure the ongoing safety of residents and staff.

### Resident Activities and Staying Connected:

- Mother's Day is coming. Please think about packages you want a resident to receive – we quarantine packages for up to seven days. Sorry, no perishables, no (real) flowers.
- Virtual and Drive Through Visits? You can book them at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).
- How about an e-card? Use [www.123Cards.com](http://www.123Cards.com) to ensure delivery. Please send e-cards to [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) and we'll deliver, or simply send an email message.
- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.

We will continue to provide these updates as new actions are required, information becomes available, or just to keep you posted on how things are going. **Be safe. Be kind. Stay home.**

## COVID-19 Update #28, April 27, 2020

On March 15, 2020, we activated Phase 3 of our plan, which triggered the suspension of all visitation, this remains in effect until further notice.

Day 47. There are 0 cases of COVID-19 at York Care Centre. As of this update, 17 employees and 6 residents have been tested and all confirmed negative.

### Operational Updates:

- New Brunswick's four-phase COVID-19 recovery plan has started with the loosening of some physical distancing restrictions to permit two-household gatherings. This easement means we can now broaden our drive-through visiting policy to allow for up to two-household units, in a single vehicle. It is the responsibility of the visiting group to ensure they follow the GNB plan, and we must continue to maintain physical distancing measures.
- We are currently examining the province's phasing plan for re-opening and, as part of our pandemic plan, will be working on a recovery plan to align accordingly. We will communicate when we are able to offer additional easements.
- Our temporary Specialized Isolation Care Area (SICA) is now complete – let's continue to hope we won't need it!
- All employees continue with screening procedures, and if an employee has more than one job, they have been asked to select a single employer during the pandemic phase.
- We continue to work through the complexities of limiting employee movement across the facility.
- The COVID-19 leadership team meets three days per week at 0930 hrs to receive situational reports and make decisions to ensure the ongoing safety of residents and staff.

### Resident Activities and Staying Connected:

- Mother's Day is coming. Please start thinking about any packages you want a resident to receive and keep in mind that we quarantine packages for up to seven days. Sorry, no perishables, no (real) flowers.
- Virtual and Drive Through Visits? You can book them at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).
- How about an e-card? Use [www.123Cards.com](http://www.123Cards.com) to ensure delivery. Please send e-cards to [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) and we'll deliver, or simply send an email message.
- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.

We will continue to provide these updates as new actions are required, information becomes available, or just to keep you posted on how things are going. **Be safe. Be kind. Stay home.**

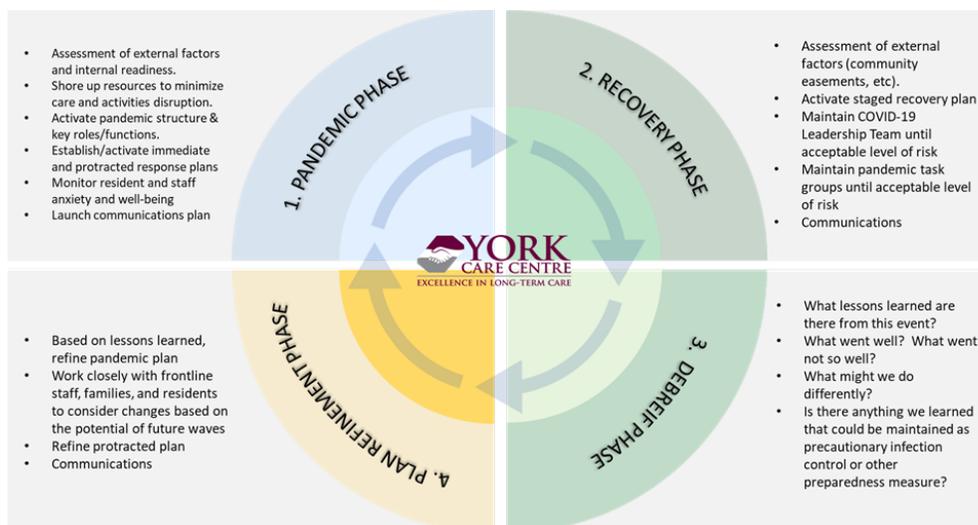
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## COVID-19 Update #21, April 24, 2020

On March 15, 2020, we activated Phase 3 of our plan, which triggered the suspension of all visitation, this remains in effect until further notice.

**Day 44.** There are 0 cases of COVID-19 at York Care Centre. As of this update, 13 employees and 5 residents have been tested and all confirmed negative.

We have a strong pandemic plan at York Care Centre, which includes considering our immediate response, as well as a future response. Like most historic pandemics, there's always a risk of more than one wave, so our plan has been designed to be cyclical, as follows:



### Operational Updates:

- We continue to finalize the creation of our temporary Specialized Isolation Care Area (SICA).
- All employees continue with screening procedures, and if an employee has more than one job, they have been asked to select a single employer during the pandemic phase.
- We continue to work through the complexities of limiting employee movement across the facility.
- The COVID-19 leadership team meets every morning at 0930 hrs to receive situational reports and make decisions to ensure the ongoing safety of residents and staff.

### Resident Activities and Staying Connected:

- Throughout our pandemic response we have facilitated more than 160 resident activities.
- We have also hosted 336 Virtual Visits and 103 Drive Through Visits. You can book them at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).
- How about an e-card? Use [www.123Cards.com](http://www.123Cards.com) to ensure delivery. Please send e-cards to [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) and we'll deliver, or simply send an email message.
- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.

We will continue to provide these updates as new actions are required, information becomes available, or just to keep you posted on how things are going. **Be safe. Be kind. Stay home.**

## COVID-19 Update April 22, 2020

On March 15, 2020, we activated Phase 3 of our plan, which triggered the suspension of all visitation, this remains in effect until further notice.

There are 0 cases of COVID-19 at York Care Centre. As of this update, 13 employees and 4 residents have been tested and all confirmed negative.

We are pleased and hopeful as we monitor New Brunswick's low daily cases. But there are numerous variables that play a role in deciding when and how to ease up. For example, although we do not yet know how this virus will settle, we do know that historic pandemics have had more than a single wave, and we also know that our neighbouring provinces and states are not all seeing the same flattening of daily cases.

For the past 42 days we've been making decisions that put the safety of our residents and staff at the forefront. You have been very tolerant, as have your loved ones and our employees. Our goal is to continue to be smart about our decisions, even as we start to hear hints of local community easements.

### Operational Updates:

- We continue to finalize the creation of our temporary Specialized Isolation Care Area (SICA); work is underway to identify staffing and resources to support SICA.
- Prior to starting their shift, all employees have their temperature taken and are asked specific symptom questions. This screening is going well and has become accepted as a daily routine.
- On the supply chain front, we continue to see flow of inventory. Most recently we received a shipment of face shields and other personal protective equipment.
- All employees who hold a secondary job elsewhere are required to select a single place of employment during the pandemic phase. This process is nearly complete.
- We continue to work through the complexities of limiting employee movement across the facility. Fortunately, 48% of our employees already have assigned work areas, it's the remaining 52% that we're working through.
- The COVID-19 leadership team meets every morning at 0930 hrs to receive situational reports and make decisions to ensure the ongoing safety of residents and staff.

### Resident Activities and Staying Connected:

- We continue to provide an average of five (5) activities per day on the resident's home unit.
- Got a package for a resident? Our delivery service includes an isolation period, but otherwise we guarantee delivery. Scroll down on our Facebook page to see drop-off criteria. Please, no perishables.
- Virtual and Drive Through Visits are still available. Book it at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).
- How about an e-card? Use [www.123Cards.com](http://www.123Cards.com) to ensure delivery. Please send e-cards to [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) and we'll deliver, or simply send an email message.
- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.

We will continue to provide these updates as new actions are required, information becomes available, or just to keep you posted on how things are going. **Be safe. Be kind. Stay home.**



## **COVID-19 Update April 17, 2020**

On March 15, 2020, we activated Phase 3 of our plan, which triggered the suspension of all visitation, this remains in effect until further notice.

There are **0 cases** of COVID-19 at York Care Centre. As of this update, eight (8) employees and four (4) residents have been tested and all confirmed negative.

### Operational Updates:

- Our pandemic task force is finalizing a plan for managing any future positive cases. As part of this work we have not accepted new admissions to a series of rooms, and with the cooperation of residents and families, we temporarily relocated some of our residents to different rooms. These tactics have allowed us to create a Specialized Isolation Care Area (SICA) that will be closed off from the rest of the facility, with a designated exterior staff entrance. Designated staffing and logistical items are being finalized, however, we are confident that the creation of SICA will ensure we can safely manage future COVID-19 cases, while continuing to provide care to all other residents. We will keep you posted as the plan continues to come together.
- Any employee who holds a second job outside of York Care Centre is required to identify and choose a single place of employment during the pandemic phase. We will work directly with each employee to ensure the process is fair, including offering additional available hours.
- We continue to have a fully staffed screening station at our designated employee entrance. All employees have their temperature taken, are asked specific symptom questions, and change clothing (including footwear and outerwear) prior to starting their shift.
- All employees have been issued both medical and non-medical masks and must wear one when interfacing with residents, or if unable to maintain physical distancing from another employee.
- The COVID-19 leadership team meets every morning at 0930 hrs to receive situational reports and make decisions to ensure the ongoing safety of residents and staff.

### Resident Activities and Staying Connected:

- Wow! Our resident package delivery service continues to be very popular. We aren't Amazon, but we do guarantee delivery after a short package isolation period. You can scroll down on our Facebook page to see our resident package drop-off criteria. Please, no perishables.
- Imagine that just over a month ago, the very idea of a drive through visit would have sounded a bit silly – look at us now! Virtual and Drive Through visits are still available. You can book a session by emailing us at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).
- How about an e-card? We've tested [www.123Cards.com](http://www.123Cards.com) to ensure delivery. Please send e-cards to [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) and we'll get the card to your loved one, or you can send an email message and we'll get it delivered!
- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.

We will continue to provide these updates as new actions are required, information becomes available, or just to keep you posted on how things are going. **Be safe. Be kind. Stay home.**

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## **COVID-19 Update April 14, 2020**

On March 15, 2020, we activated Phase 3 of our plan, which triggered the suspension of all visitation, this remains in effect until further notice.

There are **0 cases** of COVID-19 at York Care Centre. As of this update, eight (8) employees and four (4) residents have tested and all confirmed negative.

### Operational Updates:

- Employees who provide direct care are being issued two medical masks (also known as a surgical or procedure mask) per shift and must wear one when interfacing with residents, regardless of the type of care.
- All employees have been issued a non-medical mask (also known as a cloth face covering). Employees wear the mask when interfacing with other employees, if unable to maintain safe physical distancing.
- Prior to entering the facility, employees have their temperature taken and must indicate if they have any two of the symptoms that are consistent with the latest Public Health Agency of Canada guidelines for COVID-19 screening.
- All employees are changing clothing (including footwear and outerwear) prior to starting their shift.
- If a York Care Centre employee has a second job, we are working with them to choose a single employer until the pandemic ends.
- Physical distancing measures continue to be in place across the organization.
- Although we have no cases, we must plan as if we will. Our pandemic task force is finalizing a tactical plan for cohorting future positive cases. The plan will introduce a Pandemic Isolation Care Area (PICA), including enhanced isolation and other protective measures. We will keep you updated as the plan comes together.
- The COVID-19 leadership team meets every morning at 0930 hrs to receive situational reports and make decisions to ensure the ongoing safety of residents and staff.

### Resident Activities and Staying Connected:

- Since launch we have seen a combined 260 sessions facilitated for Virtual and Drive Through visits. You can book a session by emailing us at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).
- How about an e-card? We've tested [www.123Cards.com](http://www.123Cards.com) to ensure delivery. Please send e-cards to [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) and we'll get the card to your loved one, or you can send an email message and we'll get it delivered!
- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.

We will continue to provide these updates as new actions are required, information becomes available, or just to keep you posted on how things are going. **Be safe. Be kind. Stay home.** Have a safe long weekend!

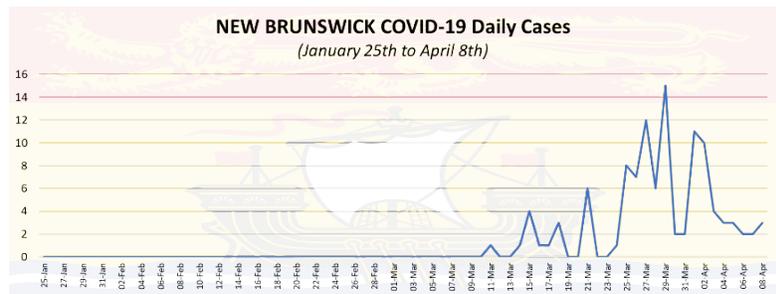
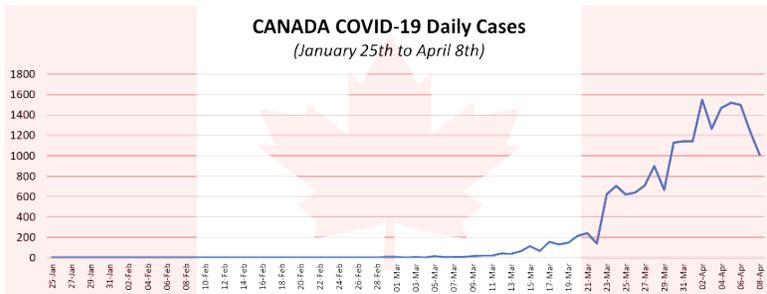
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## COVID-19 Update April 9, 2020

On March 15, 2020, we activated Phase 3 of our plan, which triggered the suspension of all visitation, this remains in effect until further notice.

There are currently **0 cases** of COVID-19 at York Care Centre. As of today, seven (7) employees and four (4) residents have been tested and all are confirmed negative.

This long weekend will be a pivotal time across Canada, and certainly in New Brunswick. As depicted below, we are starting to see some favourable trending. Lots of variables can impact this trend, such as the upcoming long weekend – a true test of our collective patience. Please folks, stay home and consider connecting with family through technology or by phone.



### Resident Activities and Staying Connected:

- Virtual and Drive Through visits continue to be available and are in very high demand. You can book a session by emailing us at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).
- How about an e-card? We've tested [www.123Cards.com](http://www.123Cards.com) to ensure delivery. Please send e-cards to [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) and we'll get the card to your loved one, or you can send an email message and we'll get it delivered!
- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.

### Operational Updates:

- Although we have a good supply of personal protective equipment, to further protect residents and staff, we will soon be providing all employees with non-medical face coverings.
- All employees are required to have their temperature taken and to change clothing prior to starting their shift.
- Physical distancing measures have been implemented on all resident units.
- Our 'first case' task group is finalizing a tactical plan to ensure we can safely deliver care in a way that continues to minimize risk of exposure, and the COVID-19 leadership team meets every morning at 0930 hrs to receive situational reports and make decisions to ensure the ongoing safety of residents and staff.

We will continue to provide these updates as new actions are required, information becomes available, or just to keep you posted on how things are going. **Be safe. Be kind. Stay home.** Have a safe long weekend!



## **COVID-19 Update April 8, 2020**

On March 15, 2020, we activated Phase 3 of our plan, which triggered the suspension of all visitation, this remains in effect until further notice.

There are currently 0 cases of COVID-19 at York Care Centre. As of today, seven (7) employees and four (4) residents have been tested and all are confirmed negative.

### Resident Activities and Staying Connected:

- Although we must maintain physical distancing, resident activities have not stopped throughout this crisis. Our activity team has expanded to ensure residents remain social and engaged. Residents have been very understanding during these difficult times. As have you, so thank you for that.
- Snacks (fruit, munchies) are now available to residents, for free!
- Virtual and Drive Through visits continue to be available and are in high demand. So far, 150+ virtual visits and 24+ drive through visits have been facilitated. You can book a session by emailing us at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).
- How about an e-card? We've tested [www.123Cards.com](http://www.123Cards.com) to ensure delivery. Please send e-cards to [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) and we'll get the card to your loved one, or you can send an email message and we'll get it delivered!
- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.

### Operational Response:

- New physical distancing measures have been implemented on resident units. In addition to meal preparation areas, all common dining areas are spaced for physical distancing.
- We do not have a case of COVID-19; however, we are very aware of the risk and are planning accordingly. Our 'first case' task group is developing a tactical plan to ensure we can safely deliver care in a way that continues to minimize risk of exposure.
- All employees are required to have their temperature taken and to change clothing prior to starting their shift.
- All resident packages are screened, disinfected, and held in isolation prior to delivery.
- We continue to work with government and vendors to ensure a safe supply of personal protective equipment as well as general supplies.
- The COVID-19 leadership team meets every morning at 0930 hrs to receive situational reports and make decisions to ensure the ongoing safety of residents and staff.

We will continue to provide these updates as new actions are required, information becomes available, or just to keep you posted on how things are going. **Be safe. Be kind. Stay home.**

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## **COVID-19 Update April 6, 2020**

On March 15, 2020, we activated Phase 3 of our plan, which triggered the suspension of all visitation - in effect until further notice. To keep you informed, please note the following updates:

There are currently 0 cases of COVID-19 at York Care Centre. As of this update, four (4) employees and four (4) residents have been tested and all are confirmed negative.

### Resident and Staying Connected Updates:

- As of today, snacks (fruit, munchies) will be available to residents, for free!
- We are very busy with the *drive-thru visits*...helping you stay connected with your loved one. If interested, email us at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).
- Virtual visits continue to be popular - about 10 per day. If you're interested, please email us at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) to schedule a virtual visit.
- How about an e-card? We've tested [www.123Cards.com](http://www.123Cards.com) to ensure delivery. Please send e-cards to [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) and we'll get the card to your loved one, or you can send an email message and we'll get it delivered!
- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.
- We have stepped up the number of activities to an average of five (5) per day and continue to create new initiatives like the drive-through and virtual visit options.

### Operational Response Updates:

- All employees are now having their temperature taken prior to starting their shift.
- All employees are changing their clothes before and after their shift.
- All resident packages are screened, disinfected, and held in isolation prior to delivery.
- Meal preparation areas at the unit level now have a designated entrance and exit, as well as a requirement for physical distancing.
- We continue to work with government and vendors to ensure a safe supply of personal protective equipment as well as general supplies.
- We have established a 'first case' task group, which will be led by our clinical experts and frontline care staff. The group will report into the COVID-19 leadership team.
- The COVID-19 leadership team meets every morning at 0930 hrs to receive situational reports and make decisions to ensure the ongoing safety of residents and staff.

We will continue to provide these updates as new actions are required, information becomes available, or just to keep you posted on how things are going. **Be safe. Be kind. Stay home.**

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## **COVID-19 Update April 3, 2020**

On March 15, 2020, we activated Phase 3 of our plan, which triggered the suspension of all visitation - in effect until further notice. To keep you informed, please note the following updates:

### Resident and Staying Connected Updates:

- We have at least one member of our team who is a trained stylist, so we can now allow for occasional basic hair services, at no cost. The stylist is our employee, screened daily, and required to wear a mask. The stylist will work directly with the residents to schedule.
- As of Monday April 6<sup>th</sup>, snacks (fruit, munchies) will be available to residents, for free!
- It seems even the rainy weather can't stop the *drive through visits*! We are busy as usual helping you stay connected with your loved one. If interested, email us at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).
- Virtual visits continue to be popular - about 10 per day. If you're interested, please email us at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) to schedule a virtual visit.
- How about an e-card? We've tested [www.123Cards.com](http://www.123Cards.com) to ensure delivery. Please send e-cards to [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) and we'll get the card to your loved one, or you can send an email message and we'll get it delivered!
- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.
- We have added new resources, stepped up the number of activities to an average of five (5) per day, and continue to create new initiatives like the new drive-through and virtual visit options.

### Operational Response Updates:

- There are currently 0 cases of COVID-19 at York Care Centre.
- Since implementing our pandemic response plan, employees have been required to self-screen for COVID-19 symptoms; however, as of Monday April 6<sup>th</sup>, all employees will be required to have their temperature taken, by a trained employee, prior to starting their shift.
- We've worked hard to ensure we have a good supply of personal protective equipment for the immediate future. But we're also aware that supply chain issues exist across Canada. We continue to work with government to ensure our inventory is maintained at a level that ensures the safest possible environment.
- The COVID-19 leadership team meets every morning at 0930 hrs to receive situational reports and make decisions to ensure the ongoing safety of residents and staff. In addition, we have struck several key planning groups to support overall readiness.

We will continue to provide these updates as new actions are required, information becomes available, or just to keep you posted on how things are going. **Be safe. Be kind. Stay home.**

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## COVID-19 Update April 1, 2020

On March 15, 2020, we activated Phase 3 of our plan, which triggered the suspension of all visitation - in effect until further notice. To keep you informed, please note the following updates:

### Staying Connected:

- Our freshly launched 'drive through visits' are a big hit! That's not surprising as it is yet another way to stay connected with loved ones. In this arrangement, you'll be able to pull up and have a brief visit through a designated window. The process includes **physical distancing measures to ensure the safety of residents and staff**. If interested, email us at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).
- Virtual visits continue to be popular - about 10 per day. If you're interested, please email us at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) to schedule a virtual visit.
- How about an e-card? We've tested [www.123Cards.com](http://www.123Cards.com) to ensure delivery. Please send e-cards to [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca) and we'll get the card to your loved one, or you can send an email message and we'll get it delivered!
- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.

### Operational Updates:

- There are currently no COVID-19 cases at York Care Centre. All employees are required to report symptoms and pending symptoms, potentially be tested based on the latest directives from the Chief Medical Officer of Health. Any resident that exhibits signs is also tested and isolated accordingly.
- Our package receiving guidelines can be found on our Facebook page. As a reminder, Easter deliveries should arrive by Wednesday April 1<sup>st</sup>, to allow for delivery by Easter. Please, **no flowers**.
- Please refrain from engaging with residents on ground floor units with windows that open. We encourage you to arrange a virtual or drive through visit.
- We have added new resources, stepped up the number of activities to an average of five (5) per day, and continue to create new initiatives like the new drive-through and virtual visit options.
- We continue to monitor activity across Canada, particularly how it is impacting long-term care facilities in other provinces.
- We meet every morning at 0930 hrs to receive situational reports and make decisions to ensure the ongoing safety of residents and staff.

We will continue to provide these updates as new actions are required, information becomes available, or just to keep you posted on how things are going. **Be safe. Be kind. Stay home.**

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