



COVID-19 Update March 30, 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:

- Starting today, we're launching *drive through visits* as 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.
- Virtual visits continue to be popular - about 10 per day. If you're interested, please email us at communications@yorkcarecentre.ca to schedule a virtual visit.
- How about an e-card? We've tested www.123Cards.com to ensure delivery. Please send e-cards to 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:

- In the interest of resident and staff safety, please refrain from engaging with residents on ground floor units that have windows that open. We encourage you to arrange a virtual or drive through visit.
- Our package receiving guidelines can be found on our Facebook page. Easter deliveries should arrive by Wednesday April 1st, to allow for delivery by Easter. Please, **no flowers**.
- As the warmer weather arrives, we know that residents look forward to the fresh air. Although off-site travel is restricted, residents now have access to balconies and courtyards.
- Virtual Worship Services for residents have been organized and will launch on April 1st at 2:30pm, broadcasted direct to resident rooms and lounges.
- 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 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.**

Information Line: 506-444-2657 or E-mail: communications@yorkcarecentre.ca



COVID-19 Update March 27, 2020

On March 15, 2020, we activated Phase 3 of our plan (Exceptional Measures), which triggered the suspension of all resident visitation and a facility closure to members of the community. This measure will continue to be in effect until further notice.

As part of our ongoing commitment to keep you informed, please note the following updates:

Staying Connected:

- **NEW:** Drive-Through Visits. Effective Monday March 30th, we are pleased to be launching yet another way for family and friends to stay connected with loved ones. In this arrangement, you'll be able to pull up and have a brief visit through a coordinated window that will allow you to see and speak directly with your loved one. Safety precautions will be taken to minimize risk. If you're interested, please email us at communications@yorkcarecentre.ca.
- Virtual visits continue to be popular - about 10 per day, lasting between 30 to 60 minutes. If you're interested, please email us at communications@yorkcarecentre.ca to schedule a virtual visit.
- How about an e-card? We've tested www.123Cards.com to ensure delivery. Please send e-cards to 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:

- Our COVID-19 leadership team continues to meet every morning at 0930 hrs. We receive situational reports, make decisions to ensure the ongoing safety of residents and staff, and develop staff and family communiques.
- We have posted new guidance on how you can safely drop off packages for residents, and the process we will use to ensure it is safely managed up to and including delivery.
- Resident engagement is a priority for us, every day. 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.
- Virtual Worship Services for residents have been organized and will launch on April 1st at 2:30pm, broadcasted direct to resident rooms and lounges.

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 March 25, 2020

On March 15, 2020, we activated Phase 3 of our plan (Exceptional Measures), which triggered the suspension of all resident visitation and a facility closure to members of the community. This measure will continue to be in effect until further notice.

As part of our ongoing commitment to keep you informed, we are providing the following updates:

Staying Connected:

- Virtual visits continue to be popular - about 10 per day, lasting between 30 to 60 minutes. If you're interested, we are here for you, please email us at communications@yorkcarecentre.ca to schedule a virtual visit.
- How about an e-card? We've tested www.123Cards.com to ensure delivery. Please send e-cards to 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:

- Resident engagement is a priority for us. Since the start of the pandemic phase we have delivered an average of five (5) resident activities per day, in addition to the virtual visits.
- We received one new admission (from hospital) on March 24th. The resident has no symptoms; however, we have taken a precautionary step of temporary isolation. All available beds are now occupied.
- After researching the latest COVID-19 evidence related to survivability on various surfaces, we can reduce the isolation period for certain materials. This will clarify what you can and cannot drop off for your loved one, including delivery process. We will post a guide shortly.
- We have (re)inventoried our supplies - personal protective equipment, care, dietary, and cleaning products. We are well stocked for the immediate future; however, additional steps are underway to ensure supply availability over the longer term.
- Our COVID-19 leadership team continues to meet every morning at 0930 hrs. We receive situational reports, make decisions to ensure the ongoing safety of residents and staff, and develop staff and family communiques.

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.**

Information Line: 506-444-2657 or E-mail: communications@yorkcarecentre.ca



COVID-19 Update March 23, 2020

On March 15, 2020, we activated Phase 3 of our plan (Exceptional Measures), which triggered the suspension of all resident visitation and a facility lockdown. This measure will continue to be in effect until further notice.

As part of our ongoing commitment to keep you informed, we are providing you with the following updates:

Staying Connected:

- We are very pleased with the number of virtual visits underway. More than 45 sessions since launch! If you are interested, please email us at communications@yorkcarecentre.ca.
- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.
- How about an e-card? We've tested www.123Cards.com to ensure delivery. Please send e-cards to 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!

Operational Updates:

- It is very important to maintain resident activities and social engagement during this pandemic phase. Therefore, we are creating a pool of staff that will be redeployed to support our Activity Coordinators as they ramp up ways to keep residents active.
- Virtual resident worship services are being organized, which will be launched in the coming days. The service will be live in one space and broadcast to resident TVs across the facility. Our pastoral care team is also available as required for the comfort of individual residents.
- In addition to enhanced hand-hygiene practices, physical distancing, and screening measures, we have also significantly enhanced cleaning of high touch points. Areas such as keypads, elevator buttons, and door handles are sterilized multiple times a day.
- We are preparing for a new admission later this week. Our admission practices include rigorous screening, personal protective equipment, and a 14-day isolation period for all newly admitted residents. Families of new admissions will not be able to attend the unit.
- Dropping off resident packages is discouraged. We are currently isolating packages for a period of seven (7) days. However, we're also examining the latest evidence and will provide an update over the next couple of days.

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.**

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COVID-19 Update March 20, 2020

On March 15, 2020, we activated Phase 3 of our plan (Exceptional Measures), which triggered the suspension of all resident visitation and a facility lockdown. This measure will continue to be in effect until further notice.

As you are likely aware, the province of New Brunswick has declared a provincial emergency. This is a positive step towards our collective battle to contain, slow, and prevent further spread of COVID-19.

As part of our ongoing commitment to keep you informed, we are providing you with the following updates:

Staying Connected:

- If you simply want to be reassured that things are going okay, please feel free to call your loved one's unit directly.
- Virtual visits continue to be very well received by both families and residents. If you are interested, please email us at communications@yorkcarecentre.ca.
- How about an e-card? We've tested www.123Cards.com to ensure delivery. Please send e-cards to 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!

Operational Updates:

- We have not yet had any new admissions but will inform you when we do. Our admission practices during this pandemic phase will include rigorous screening, personal protective equipment, and a 14-day isolation period for all newly admitted residents. To further limit risk, families of new admissions will not be able to attend the unit.
- We continue to discourage packages being dropped off for residents. Out of an abundance of caution, we are isolating packages for a period of seven (7) days. Please no perishables. As soon as we better understand the survivability of COVID-19 on specific materials, we will communicate with you and adjust our precautions accordingly.
- Meetings are now held virtually or if in-person, at least six feet of distance between attendees. Our Café has had all seating removed, allowing for take out only. We have repurposed our large friendship centre to accommodate seating six feet apart. And we are reminding our employees to practice social distancing when not at work.
- Our pastoral care team is available as required for the comfort of residents.

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.**

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COVID-19 Update March 19, 2020

On March 15, 2020, we activated Phase 3 of our plan (Exceptional Measures), which triggered the suspension of all resident visitation and a facility lockdown. This measure will continue to be in effect until further notice.

Things continue to be going well inside York Care Centre. Our residents continue to be active, and our professional frontline healthcare workers are diligently providing the care, support, and cleanliness required to keep us all safe and engaged.

As part of our ongoing commitment to keep you informed, we are providing you with the following updates:

Staying Connected:

- Virtual visits continue to be very well received by both families and residents. If you are interested, please email us at communications@yorkcarecentre.ca.
- How about an e-card? We've tested www.123Cards.com to ensure delivery. Please send e-cards to 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!

Operational Updates:

- We previously mentioned that government has asked that we help to expedite Alternative Level of Care (ALC) hospital patients to long-term care beds. We fully support this as a move to ensure acute care beds are available for pandemic surge.
- Our admission practices during this pandemic phase will include rigorous screening, personal protective equipment, and a 14-day isolation period for all newly admitted residents. To further limit risk, families of new admissions will not be able to attend the unit.
- We are discouraging packages being dropped off for residents. It remains unclear exactly how long COVID-19 can survive on specific materials. But out of an abundance of caution, we will be isolating packages that are dropped off for a period of seven (7) days. Please no perishables.
- Our internal hair salon services have been suspended.
- We have implemented social distancing measures. Meetings are now held virtually or if in-person at least six feet distance between attendees. Similarly, seating at our Café has been arranged to promote social distancing. And we are reminding our employees to practice social distancing when not at work.

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.**

Information Line: 506-444-2657 or E-mail: communications@yorkcarecentre.ca



COVID-19 Update March 18, 2020

On March 15, 2020, we activated Phase 3 of our plan (Exceptional Measures), which triggered the suspension of all resident visitation and a facility lockdown. That measure will continue until further notice.

Things continue to be going well inside York Care Centre. We have a very professional team of care givers and support staff that are working around the clock to ensure uninterrupted care, meals, and the cleanest possible environment.

We are committed to keeping you informed, so today we are providing you with the latest updates:

- We have been advised by government that Alternative Level of Care (ALC) hospital patients waiting for long-term care beds would be expedited to facilitate freeing up acute care beds. We support this, if it can be done safely. We have not yet received a request.
- At the onset of our lockdown, we agreed to consider (visitor) extenuating circumstances. After careful consideration, we do not believe we can safely do this; however, it is recognized that in extreme situations we will need to consider as required.
- Many of you have dropped off care packages for residents. At this time, we are discouraging this as it remains unclear exactly how long COVID-19 can survive on specific materials. Based on an abundance of caution, and the most recent literature, we will be isolating packages that are dropped off for a period of seven (7) days.
- The virtual visits have been very well received by both families and residents. If you are interested, please email us at communications@yorkcarecentre.ca.
- We previously reduced internal gatherings but want you to know that keeping residents engaged continues to be important. Activities are held only on the resident's home unit.
- Enhanced cleaning of common area and high-touch points (e.g., keypads, door handles) continues. Additional cleaning staff are in place.
- To support our employees, we have various measures in place such as training and access to personal protective equipment, child supervision, and work from home options (where possible).

We miss you and we know your loved ones miss you. You don't really notice just how much until you walk the empty halls or schedule a virtual visit between families and residents. There's a noticeable void in the York Care Centre family. But we'll get through this.

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.

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VIRTUAL VISITS

COVID-19 Update March 17, 2020

On March 15, 2020, we activated Phase 3 of our plan (Exceptional Measures), which triggered the suspension of all resident visitation and a facility lockdown. That measure will continue until further notice.

Things are going well inside York Care Centre. We have a very professional team of care givers and support staff that are working around the clock to ensure uninterrupted care, meals, and the cleanest possible environment.

We've also been working hard to create solutions that permit maintaining connection with your loved one, without physically being at York Care Centre – virtual visiting.

The following has been arranged for you:

- Effective immediately and until April 17, 2020, we are dropping all services fees related to phone lines and internet coverage for existing users,
- We are making available five (5) portable devices that will be set up and available for Skype and Facetime virtual visits,
- Virtual visits can be arranged as audio or video,
- A schedule will be established to ensure residents and families have adequate time for their visit,
- York Care Centre staff will support the residents to get set up and connected, based on the scheduled time.

Please contact us at the communications@yorkcarecentre.ca should you wish to arrange a virtual visit.

We recognize that this can never replace being here in person; however, we hope that these arrangements will make things a bit more bearable, while helping you to stay connected with your loved one.

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.

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