

## **COVID-19 Update #36, May 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.

Day 72. There are 0 cases of COVID-19 at York Care Centre. As of this update, 32 employees and 8 residents have been tested and all confirmed negative.

### Operational Updates:

- Version 5 of our pandemic plan as well as all current and previous updates, are now available on our website homepage at [www.yorkcarecentre.ca](http://www.yorkcarecentre.ca).
- Within our pandemic plan, Part 4 (recovery phase) provides details related to our most recent internal easements.
- We are working with our stylists to re-open our hair salon and will need to have a few things in place to accommodate the opening, which we expect to occur on June 1<sup>st</sup>.
- We continue to allow for palliative visits, with a limit of two family members and one visitor at a time. Palliative visits require screening, temperature, mask, gown, and gloves.
- Daily symptom monitoring of employees will continue but will now be done through self-assessment and reporting. Changing of clothes, shoes and outerwear will no longer be required.
- Daily symptom monitoring of residents will continue, along with temperature checks.
- The COVID-19 Leadership Team will now meet on Tuesday and Friday each week, following those debrief sessions, family and staff updates are provided.

### Resident Activities and Staying Connected:

- Our Activity Coordinators are organizing plans to facilitate residents having more outside time. It's important that we maintain safe physical distancing, but we also want to ensure residents are taking advantage of the fresh air and nicer weather.
- You now have the option of Courtyard Visits, Drive-Thru Visits, and Virtual Visits. Please book your preferred session 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. Enjoy the Nice Weather.**

Information Line: 506-444-2657 or E-mail: [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca)

## **COVID-19 Update #35, May 19, 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 69. There are 0 cases of COVID-19 at York Care Centre. As of this update, 30 employees and 8 residents have been tested and all confirmed negative.

### Operational Updates:

- Today, we kick off our new courtyard visiting option, which will be facilitated at the rear Tower 1 courtyard. Like the drive-thru visit, families are permitted to arrive in a single vehicle or up to two vehicles, providing it is within a two-family bubble. Physical distancing measures are in place. Limited to one facilitated visit at a time.
- Version 4 of our pandemic plan as well as all current and previous updates, are now available on our website homepage at [www.yorkcarecentre.ca](http://www.yorkcarecentre.ca).
- Within our pandemic plan, Part 4 (recovery phase) provides details related to our most recent internal easements.
- We continue to allow for palliative visits, with a limit of two family members and one visitor at a time. Palliative visits require screening, temperature, mask, gown, and gloves.
- Daily symptom monitoring of residents will continue, along with temperature checks.
- Daily symptom monitoring of employees will continue at each shift change, along with temperature checks and the need for changing of clothes, shoes and outerwear.
- The COVID-19 Leadership Team will now meet on Tuesday and Friday each week, following those debrief sessions, family and staff updates are provided.

### Resident Activities and Staying Connected:

- You now have the option of Courtyard Visits, Drive-Thru Visits, and Virtual Visits. Please book your preferred session 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. Enjoy the Nice Weather.**

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## **COVID-19 Update #33, May 12, 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 62. There are 0 cases of COVID-19 at York Care Centre. As of this update, 27 employees and 6 residents have been tested and all confirmed negative.

### Operational Updates:

- Version 3 of our pandemic plan as well as all current and previous updates, are now available on our website homepage at [www.yorkcarecentre.ca](http://www.yorkcarecentre.ca).
- Within our pandemic plan, Part 4 (recovery phase) provides details related to our current internal easements, which include such things as allowing for takeout food, reduced package quarantine time, and no resident isolation required after external medical appointment.
- We continue to allow for palliative visits, with a limit of two family members and one visitor at a time. Palliative visits require screening, temperature, mask, gown, and gloves.
- Essential contractor visits and allied health services must continue to go through the screening process.
- Daily symptom monitoring of residents will continue, along with temperature checks.
- Daily symptom monitoring of employees will continue at each shift change, along with temperature checks and the need for changing of clothes, shoes and outerwear.
- An enhanced level of cleaning continues, with high touch points such as door handles, elevator buttons, handrails, keypads etc., being cleaned routinely throughout each shift.
- The COVID-19 Leadership Team will now meet on Tuesday and Friday each week, following those debrief sessions, family and staff updates will be posted.

### Resident Activities and Staying Connected:

- We are pleased to be able to accommodate up to two family, two vehicle, Drive-Thru Visits; however, they must comply with the provincial 'multi-family bubble' directive. Virtual Visits are also available. Please book sessions 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.**

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## **COVID-19 Update #32, May 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.

Day 58. There are 0 cases of COVID-19 at York Care Centre. As of this update, 25 employees and 6 residents have been tested and all confirmed negative.

Consistent with the Government of New Brunswick's phased recovery, our pandemic plan includes a recovery phase with specific easements identified. The design of our plan gives us the elasticity needed to ease up on certain restrictions and to be able to put those restrictions back in place should the need arise. You can view all current restrictions and easements by accessing our pandemic plan via the provided link. The high-level changes include:

- Packages dropped off for residents will now be delivered to the resident within 24 hours. Please, no perishables, no real flowers.
- Residents and staff are now able to order takeout food, providing it is a no contact, pay in advance, transaction.
- If a resident must go for an external medical appointment, they will no longer be required to be in isolation on return.
- Daily symptom monitoring of residents will continue, along with temperature checks.
- Daily symptom monitoring of employees will continue at each shift change, along with temperature checks and the need for changing of clothes, shoes and outerwear.
- An enhanced level of cleaning continues, with high touch points such as door handles, elevator buttons, handrails, keypads etc., being cleaned routinely throughout each shift.
- All other restrictions remain in place.
- The COVID-19 Leadership Team will now meet on Tuesday and Friday each week, following those debrief sessions, family and staff updates will be posted.

### Resident Activities and Staying Connected:

- We are pleased to be able to accommodate up to two family, two vehicle, Drive-Thru Visits; however, they must comply with the provincial 'multi-family bubble' directive. Virtual Visits are also available. Please book sessions at [communications@yorkcarecentre.ca](mailto:communications@yorkcarecentre.ca).
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- 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.**

## **COVID-19 Update #31, May 4, 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 54. There are 0 cases of COVID-19 at York Care Centre. As of this update, 23 employees and 6 residents have been tested and all confirmed negative.

As you are aware, the province has started to introduce a phased recovery plan; however, at this point we have not been involved in any discussions about when visitation restrictions may be loosened.

### Operational Updates and Reminders:

- Version two of our pandemic plan is available on our webpage, access via the provided link.
- We continue to build our internal phased recovery plan, which must be thought through carefully and align with the recovery plan of the province.
- 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.
- All employees who hold a secondary job elsewhere have now selected a single place of employment during the pandemic phase.
- An enhanced level of cleaning continues, with high touch points such as door handles, elevator buttons, handrails, keypads etc., being cleaned routinely throughout each shift.
- We continue to provide a child supervision area for those employees who may be unable to report to work without childcare.
- 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:

- Resident package delivery: 1) no perishables and no real flowers; 2) please respect physical distancing measures. If you see another family dropping off packages, do not approach until after they have departed; and, 3) please note the scheduled times for weekend and weekday drop-offs.
- 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.

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## **COVID-19 Update #30, May 1, 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 51.** There are 0 cases of COVID-19 at York Care Centre. As of this update, 21 employees and 6 residents have been tested and all confirmed negative.

Today, we are very pleased to share our pandemic plan. With input from the entire organization, the five-part plan primarily focuses on a response phase, recovery phase, debrief and plan refinement phase. The plan is a 'living' document, requiring it to be updated regularly.

The release of this comprehensive plan is another example of our commitment to protecting your loved ones and the people who care for them. You may view the plan here:

### Operational Updates:

- We have completed N-95 fit testing for employees. In a long-term care setting the N-95 mask is only required if a positive case of COVID-19 requires a care procedure that may produce airborne droplets. In all other instances medical masks are required to be used.
- We continue to finalize our employee cohort strategy, which minimizes movement between care areas. About 48% of our staff have always had a designated unit; however, through our efforts approximately 63% now have a designated unit.
- 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, and no (real) flowers. **NOTE: If you are dropping off packages, please respect physical distancing measures. If you see another family dropping off packages, do not approach until after they have departed.**
- 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.**