

Tuesday March 17, 2020

Dear Residents, Families and Staff,

As you are aware, the Ministry of Health (MOH) has communicated strong recommendations to all care facilities including long term care homes and retirement homes related to restrictions on visitation. This has been well communicated in the media as well.

**Shepherd Village continues to following these strong recommendations made by MOH and therefore the Village is closed to all visitors.**

**The Ministry identifies essential visitors as those who have a resident who is dying or very ill.**

We have implemented video calling options through **FaceTime and Skype** for the duration of this period in order to ensure you are still able to verbally communicate with your loved ones—however, you will continue to receive updates from our unit nurses on the status of your loved ones through a telephone call.

FaceTime is available on all apple devices. If you do not have access to an apple device, you are able to use Skype through Android, Microsoft, and all other platforms as an alternative. If you do not have a skype account, you are able to register for one by downloading the Skype app online (on laptops and computers) or through your app store (on smartphones and tablets). From there, simply follow the prompts to create an account.

Staff in the Lodge are initiating Face Time/Skype calls. If you have not received one and would like to speak to your loved one, please contact your unit nurse, the Recreation Manager or the Volunteer Coordinator.

**Physician support remains the same at Shepherd Lodge** however the days they visit may change as the medical community at large is organizing how the physicians will cover long term care homes during this Pandemic period.

We are currently reviewing all preexisting private care giver arrangements that our Lodge families have in place (prior to the MOH directives of March 14, 2020). We will be reaching out to those families with private caregivers to review the process currently in place.

Shepherd Village recognizes that this is a difficult time for all our residents, their families and our staff. Together we are working hard to protect our most vulnerable from COVID-19.

Information from the Ministry of Health changes frequently. We endeavor to keep you up to date however our priority is the care and safety of the residents and staff at this time.

Sincerely,



Cathy Fiore  
Director, Client Care Services  
Shepherd Village

# STOP



All non-essential visits to this facility are suspended until further notice.

At this time, **ONLY** people visiting residents who are very ill or requiring end-of-life care are permitted to enter the premises.

Upon arrival, you will be asked further questions to determine if you may proceed with your visit.

## Coronavirus Disease 2019 (COVID-19)

# How to self-isolate

**Follow the advice that you have received from your health care provider. If you have questions, or you start to feel worse, contact your health care provider, Telehealth (1-866-797-0000) or your local public health unit.**

## Stay home

- Do not use public transportation, taxis or rideshares.
- Do not go to work, school or other public places.
- Your health care provider or public health unit will tell you when it is safe to leave.



## Limit the number of visitors in your home

- Only have visitors who you must see and keep the visits short.
- Keep away from seniors and people with chronic medical conditions (e.g. diabetes, lung problems, immune deficiency).



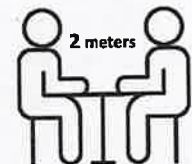
## Avoid contact with others

- Stay in a separate room away from other people in your home as much as possible and use a separate bathroom if you have one.
- Make sure that shared rooms have good airflow (e.g. open windows).



## Keep distance

- If you are in a room with other people, keep a distance of at least two metres and wear a mask that covers your nose and mouth.
- If you cannot wear a mask, people should wear a mask when they are in the same room as you.



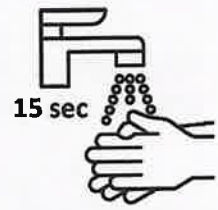
## Cover your coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Cough or sneeze into your upper sleeve or elbow, not your hand.
- Throw used tissues in a lined wastebasket, and wash your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
- After emptying the wastebasket wash your hands.



## Wash your hands

- Wash your hands often with soap and water.
- Dry your hands with a paper towel, or with your own cloth towel that no one else shares.
- Use an alcohol-based hand sanitizer if soap and water are not available.



## Wear a mask over your nose and mouth

- Wear a mask if you must leave your house to see a health care provider.
- Wear a mask when you are within two metres of other people.



### Contact your public health unit:

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### Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: [ontario.ca/coronavirus](https://ontario.ca/coronavirus)

The information in this document is current as of February 14, 2020

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