



March 20, 2020

Dear Tabor Village Families and Friends:

I want to start by sharing my deepest appreciation for every effort that you and your families are doing to stay healthy and safe and for the honour and responsibility of providing safe care to your family member living at Tabor Village as well as keeping staff and the public safe. These are extraordinary times calling for extraordinary measures to be taken for all health care providers and I am grateful to be a part of the pandemic response alongside of you and the incredibly dedicated team at Tabor Village.

Novel Coronavirus (COVID-19)

Tabor Village is closely and continuously monitoring all matters related to the COVID-19 and is taking important precautions to ensure the health and safety of older adults and employees. COVID-19 is a respiratory illness caused by this novel coronavirus first detected in Wuhan, China, and is now present in almost all countries around the globe, including in Canada. COVID-19 disease may be mild to severe. The virus is thought to be spread person to person, through respiratory droplets that spread when an infected person coughs or sneezes. Up to 80% of infected people will recover without needing to seek medical care. Symptoms may occur as soon as 2 days and as long as 14 days after exposure. Symptoms include fever, shortness of breath, and cough. Other symptoms may include nasal congestion, runny nose, sore throat, or diarrhea.

The well-being of older adults living at Tabor Village and employees is our most important priority.

WHAT STEPS IS TABOR VILLAGE TAKING IN RESPONSE TO THE PANDEMIC?

Since we serve a frail and vulnerable population of older adults, we are stepping up our infection control precautions and are closely monitoring and adhering to guidelines set forth by the BC Centre for Disease Control (BCCDC) and the Fraser Health Authority (FHA). These are the proactive steps we are taking to ensure the safety of older adults and staff.

Pandemic Management Committee

- Led by the Executive Director, our outbreak prevention planning activities includes clinical leads, senior leaders, human resources staff, and communications who meet daily to discuss updates and plan for next steps.
- We are in constant communication with FHA to receive, evaluate and implement the latest guidance.

Resident/Tenant Monitoring

- Our clinicians are vigilantly monitoring older adults' health. We are following strict FHA guidelines for the management of all respiratory infections, including when to test for viruses and when to consider testing for COVID-19.
- Our staff have been trained to identify any older adults who might be at risk of COVID-19 and are well-prepared to institute precautions if the need arises.

Cleaning and Disinfecting

- We have increased the frequency of cleaning on high touch surfaces and high trafficked public areas with hospital-grade bleach disinfectant. This is done daily, and in many areas, multiple times a day.

Social Distancing

- Tabor Village is applying social distancing protocols in all areas. Social distancing refers to reducing the probability of contact between persons carrying an infection and others who are not infected. This includes modifying programs, adding spaces between tables in our eating areas, and cancelling large group gatherings and large group events, including concerts, volunteer orientation, worship services and recreation programs.

At-Risk Populations

- Older adults are a particularly vulnerable population. Older adults and people who have severe chronic medical conditions, like heart, lung, or kidney disease, are at higher risk.

UPDATES

In order to limit the chance of exposing to older adults to potential COVID-19 in the community, we have updated the following policies.

Visitation

- No visitors are permitted to enter Tabor Village buildings including Tabor Home, Tabor Court, Tabor Manor, and Valhaven until further notice.
- Exceptions may be made for one essential adult visitor who passes screening to visit a resident/tenant who is actively dying.
- No outings for residents/tenants into the community unless medically required.
- We understand that restricting visitation may be concerning for you and/or your loved one who is under our care. To help make things easier for everyone involved, we are mobilizing all of our resources, including social workers, clergy, therapeutic recreation staff and other staff to support residents/tenants and families. We will help you communicate with your loved ones via phone calls, face time and video calls and other methods as needed.

Employee Health and Safety

- Tabor Village is actively screening all care and support staff as they enter the building at the beginning of their shift. Staff are to continue to self-monitor throughout their shift and at home.
- FHA is not requiring staff to work at only one site, however, this policy may change.

Your Health and Safety

You can help control the spread of COVID-19 with these best practices:

- Practice social distancing by staying away from other people a minimum of 2 metres or six feet.
- Wash your hands frequently and for at least 20 seconds with alcohol-based sanitizers. If a sanitizer is not available use soap and water.
- Avoid touching your face especially your eyes, nose and mouth with your unwashed hands.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched objects and surfaces.
- Stay home especially if you are sick.

Thank You!

Tabor Village will continue to communicate with you throughout the length of the COVID-19 pandemic. There has been dramatic changes in our society and things that all of us are doing collectively have one goal to slow down the virus. The things that we are doing now are going to save us in the next two weeks. **Social distancing is not optional!** The BC Public Health Officer has the legal authority to enforce these control measures which is all in the best interest of us. Right now and in the days and weeks and months ahead we need you to do what you are asked to do. We need to do all of these things 100 percent.

If you have any questions, please speak with myself, the Director of Care Services, Social Worker or Tabor Court Tenant Care Coordinator.

Thank you for your VIGILANCE to keep the COVID-19 virus out of Tabor Village and out of our community.

Let's flatten the curve of the pandemic together!

Yours sincerely,

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