



COVID-19 UPDATE

March 17, 2020

Durham Christian Homes is closely following the spread of COVID-19 in Ontario. As always, the safety of our patients, residents, clients and staff is our top priority. For province-wide updates, visit Ontario.ca/coronavirus.

This is a quickly-evolving situation. We have made a number of operational changes in our long-term-care and independent living homes.

As we face uncertainty in the coming days, we are grateful for all of our employees, from our dedicated front line health care workers to our dedicated support staff, in all our homes, who continue to care for our residents.

Long Term Care

Glen Hill Strathaven and Glen Hill Marnwood continue to screen all staff and are only **allowing essential visitors**.

The Ministry identifies essential visitors as those who have a resident who is dying or very ill. These visitors must continue to be actively screened and will be required to follow our infection control practices.

Our staff is working around the clock to keep everyone safe – we ask that you remain calm and respectful in this difficult time.

Independent Living

At **Providence Place** and **Tekoa Manor** we are proceeding with the abundance of caution and restricting outside visitors. At this time, we are requesting that **only CRITICAL visitors enter the building**.

We have set up drop off zones in the vestibules and ask that visitors that are dropping off supplies for our residents, minimize contact by adhering to the following procedure:

1. Drop the supplies off at the drop off zones in the main entrance vestibules.
2. Using the intercom system buzz the resident to come down to pick up their items from the drop off zone

or

buzz the DCH reception (buzz 224) to indicate that the item should be delivered to the resident.

**** Please note that items will be delivered by staff only during the following times:**

**Monday to Friday
10 a.m. to 11:30 a.m.
1:30 p.m. to 3 p.m.**



We ask for your cooperation and understand that you are concerned for our residents but restricting outside visits is essential to keeping everyone safe.

Outside visitation will additionally be restricted in the following manner:

- All lounge and auditorium rentals have been postponed or cancelled.
- The hairdressing studio is only accepting residents. Outside clients are not permitted.
- All guest suite rentals have been cancelled.
- Visitors will not be allowed to have lunch or coffee with our residents.
- Tours have been postponed until further notice.

It is imperative that visitors or residents that have travelled outside of Canada self-isolate for a 14 day period and not congregate or visit our Whitby sites.

Please note that private care providers and home care providers will be permitted to provide services to residents but are now required to sign in at the front reception desk.

We will provide you with more information as it becomes available and thank you in advance for your cooperation.

For the most up-to-date information, please speak to your Home Administrators or visit ontario.ca/coronavirus.

Thank you for your cooperation.

Ruth McFarlane, C.E.O.