



April 6th information update

Heart River Housing (HRH) is being as proactive as possible to stop Covid-19 from coming into our facilities. As of April 6th, 2020, we have had no confirmed cases and no symptoms with residents or staff. We are following Alberta Health direction, hand washing, social distancing and we will continue to monitor body temperatures of residents and staff. In addition, we are reminding our residents on how they can protect themselves by following proper handwashing techniques and the usage of hand sanitizers. Our staff have increased the frequency of sanitizing the common areas, handrails, doorknobs, etc.

In the past week we were able to secure a large order of sanitizing supplies, they should arrive late this week. In the meantime, all our Lodges have a good stock of gowns, gloves and other supplies necessary to respond to infectious disease control. We are currently getting direction from Alberta Health as to whether our staff should be wearing masks.

We already have policies, procedures, and training in place to prevent the spread of infection specific to individual roles in serving residents. If there is an outbreak we are prepared to initiate established quarantine protocols to minimize the spread of this, or other diseases as needed.

Heart River Housing is receiving and reviewing daily updates from Alberta Seniors and Housing, Alberta Health Services (AHS), and Health Canada, as they relate to information and best practices for protecting our clientele and responding to this situation as it develops.

For further information from the Alberta government on the novel coronavirus (Covid-19) please go to:

<https://www.alberta.ca>

Q What steps are being taken in the lodges to protect our residents?

Staff and residents are constantly reminded that everyone must wash their hands and social distance as much as possible.

No visitors

HRH staff have been told not to travel and be extra careful away from work. Staff not taking these precautions are asked to stay at home.

Staff uniforms are not taken home and they are left at the lodge to be washed every night.

Food buffet is closed, and staff are delivering food to the tables

To support the social distancing, we have reduced the number of people sitting at each table at mealtime.

For larger activities (5-15 people) like bingo, residents are spread out over a large area.

Temperature checks are done on all residents and staff when they come to work every day.

With the extra workload and to be better prepared, HRH has hired two extra staff for the day and weekend shifts to cover extra cleaning, disinfecting and help at mealtime. New staff are all health screened according to AHS.

Food deliveries are left at the back door, staff disinfect before they are put away.

Q Who can I talk to if I have questions or concerns?

The local lodge manager can help with most questions, but if you wish please contact HRH's CAO Lindsay Pratt directly 780-523-5282 office 780-523-8518 cell (ANYTIME) lindsay@heartriverhousing.ca.

Q Do we have any Covid-19 cases in our facilities?

As of April 6th, HRH has had no cases, NO residents with symptoms, NO HRH staff with symptoms.

Q How is Heart River Housing making these decisions?

We receive specific directives from AHS and Alberta Seniors and Housing.

These directives are reviewed with the CAO and all lodge managers to determine what is the best way to meet these directives. We also communicate with homecare and the health inspector to ensure we are taking all steps required.

The CAO and Lodge managers review what is working and what we can do better and implement changes as required.

Q What can the families do to help?

Communicate with your loved ones, phone, skype and any other form of communication. If you need help, we have iPads or laptops we can set up.

Q. Can lodge residents leave the lodge?

No. If you choose to leave, plan to stay with your family/friend indefinitely. If we have an outbreak you will need approval from AHS to leave.

Q. Can a resident leave the lodge for regularly scheduled medical assistance (such as bandaging, blood work)?

No -Work with home care to provide any medical assistance you need within the lodge, if possible.

Yes - only if arrangements can not be made and it is essential, then you may leave the lodge

Q. How can we get specific groceries/snacks not available within the lodge to the resident?

Family can contact the Lodge Manager to schedule delivery. Lodge employees will disinfect and deliver the items to their room.

Q. How do we get prescriptions/medications to a lodge resident?

Request for prescriptions/medications to be delivered or make arrangements with your Lodge Manager.

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Q Resident returning from the hospital what is the protocol?

Upon their return a health scan is completed according to Alberta health directives, this includes taking body temperature. Some residents may be asked to quarantine for a period depending on the situation.

Q. Are we in a full lockdown?

NO, But only Homecare and HRH staff are allowed into the lodge

Q Who decides to go to FULL LOCKDOWN

Alberta Health would give that direction and would generally happen if we had a confirmed case.

Q What is the process if we have an outbreak?

Alberta Health Services sets the direction, all residents would be quarantined and asked to stay in their rooms until AHS feels it is safe.

Residents are not allowed to leave their rooms or the building without approval from Alberta Health Services. If approved and once they leave, they would not be able to return until the pandemic has passed.

If you are thinking of taking your loved one home, it must be done before an outbreak occurs. If you are unsure, please talk to Lindsay Pratt 780-523-8518 cell 780-523-5282 office lindsay@heartriverhousing.ca

Q. When will the restrictions change?

Heart River Housing is in hourly contact with Alberta Health Services and will make changes according to their direction.

Any questions or concerns please contact your local lodge manager or Heart River Housing CAO Lindsay Pratt 780-523-5282 office 780-523-8518 cell or email lindsay@heartriverhousing.ca

Please follow us on Facebook and our Web site for updates

If you have any questions, PLEASE call us.

Thank you for your understanding and continued cooperation