



LEGACY SENIOR LIVING
Novel Coronavirus (COVID-19)
Health & Safety Protocols
March 16, 2020

To: Residents & resident family and friends, employees, outside visitors, suppliers

Given the rising global concern and recent announcements of diagnosed cases of COVID-19 in British Columbia, Legacy Senior Living is committed to doing everything possible to protect the health and safety of our residents, employees, suppliers, service providers and their families.

We are remaining vigilant in reassessing our health and safety protocols on a daily and weekly basis and are prepared to take swift and extreme measures to protect our employees and residents in our care. To this end, we have put the following safety protocols in place:

Enhanced Screening Process:

- **All outside visitors including resident family members and friends will be asked to refrain from visitation until further notice. We will be restricting all public access to Legacy Senior Living until further notice.**

We encourage residents and family members to maintain contact by phone, via email and other connectivity devices. We will be setting up a Skype/Facetime station in the business centre and helping residents use this in the coming days.

- **The following exemption to public access will apply - Caregivers that have been approved by Legacy Senior Living. Caregivers will continue to be regularly screened with temperature check upon entry to our residence.**
- Resident family members who are delivering essential grocery and pharmaceutical supplies are advised to check in by phone upon arrival at Legacy with the Concierge. Items are to be dropped off at the front door. An internal staff member will deliver the items to the resident.

- Restaurant Food suppliers will be asked to unload their delivery outside the kitchen entrance door. Internal Kitchen staff will bring the delivery items into the building.
- Residents are asked to refrain from scheduling any non-essential appointments and to avoid attending any off site public group gatherings or events.
- Residents returning from a visit to the hospital where there may be risk of exposure will be asked to self-quarantine themselves in their suite for 14 days following a hospital visit.
- Residents and employees are asked to refrain from travelling outside of Canada at this time.
- Concierge staff at one central access point. Concierge staff will continue to screen employees and residents upon re-entry into the residence as follows:

Specific questions about potential symptoms of COVID-19:

- new onset of cough
 - difficulty breathing
 - or if they have a fever, chills, or any other symptoms.
 - Recent travel history to any affected areas or contact with people diagnosed with COVID-19
- In addition to daily screening, all employees will be required to have temperature checks.
 - Any employees who have travelled out of the country will be asked to self-isolate for 14 days prior to returning to work.
 - Any employee showing potential symptoms will be directed to self-isolate themselves at home and contact their health care provider for testing for the COVID-19 virus. They will not be permitted to return to work until they receive a “negative” test result.

- Any resident displaying symptoms of cough, respiratory symptoms – difficulty breathing, fever are asked to: 1) self-isolate in your suite 2) advise our Wellness Nurse, Jennie Sapon and contact your family physician for further instruction.

Minimizing Social Contacts for Residents:

- To minimize social contact exposure for our residents, we have cancelled all group bus outings, and public events held at Legacy Senior Living.
- Exercise classes and happy hour gatherings will be restructured reducing numbers to allow for recommended social distancing protocols.
- Restaurant is restricted to residents only.
- Kleanse Salon & Spa's hair stylist will offer her services **exclusively** to Legacy Senior Living residents. All other spa services will be suspended until further notice. We believe any service provider providing services to outside clientele pose a risk of added exposure for our residents.

Hygiene & Sanitization:

Proper hygiene can help reduce the risk of infection or spreading infection to others:

We have reinforced the following hygiene protocols for all staff and residents:

- wash hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food
 - use alcohol-based hand sanitizer if soap and water are not available
- when coughing or sneezing:
 - cough or sneeze into a tissue or the bend of your arm, not your hand
 - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
- avoid touching your eyes, nose, or mouth with unwashed hands

Sanitization of high touch surfaces:

- Legacy has increased cleaning staff in order to increase the frequency of sanitization in high touch areas within the residence such as fitness centre equipment, door handles, elevator buttons, light switches, etc.

Changes in Food Service:

- Our regularly scheduled family buffets have been suspended for the time being until further notice.
- The morning Continental Breakfast Buffet will temporarily revert to a personalized table service format to minimize human contact with food and beverage items.
- **Effective March 17, 2020, we will be scheduling 3 Dinner Seating times: 4:30 pm; 5:30 pm and 6:30 pm.** This will allow for spacing out of seating areas as recommended under "social distancing" guidelines. A maximum of 35 residents will be seated for each meal time. Residents are required to sign up with the Concierge for their preferred time. Given lower numbers of residents coming for breakfast and lunch, sign up is not necessary.
- **Room Service Ordering**
 - For lunch service, orders are required by 11 am. Pick up time 12:00 pm.
 - For dinner service, order is required by 4:00 pm with choice of pick up for 5:00 pm or 7:00 pm.
- For added convenience if you wish to have food delivery to your suite, room service charge will be waived until further notice.

Preparedness - Adequate staffing and Supplies:

- Preparedness plans are in place to provide adequate staffing, supplies, food and other essential health care and personal services needed.

On-going Risk Assessment and Weekly Updates:

- We are committed to providing all staff, residents and family members with timely updates in reference to our preparedness measures and any changes to risk assessment and health and safety protocols.
- Weekly update notifications will be delivered to resident suites and staff personnel. Any questions can be answered by speaking with management personnel directly.

We regret any inconvenience these protocols may cause our residents, family members and friends however we must do everything we can to prevent the risk of exposure and potential spread of COVID-19 to our residents, employees, service providers and families. We appreciate your patience and understanding.

Should you have any questions or concerns regarding the above action steps, please do not hesitate to contact myself, our wellness nurse or any of our management team.

Kind regards,

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