



April 25, 2020

Dear Family Member,

This is a time of great worry and concern for loved ones who live in congregate care facilities. I am writing this letter to give you an update of the precautions that we are taking to protect residents and staff from exposure to the COVID-19 virus at Cypress View Foundation. These precautions include, but are not limited to, the following:

- Daily assessment of all residents for symptoms of COVID-19
- Isolation and testing of any resident with possible symptoms of COVID-19
- Increased cleaning of touch points in common areas and residents' rooms
- Increased hand washing and hand sanitization stations throughout the building
- Increased social distancing for residents prior to and during meals
- Health assessment screening of all staff at the beginning and middle of each shift
- Isolation and testing of any staff member with possible symptoms of COVID-19
- Continuous masking of staff for the protection of residents
- Staff are limited to working for one employer and within one single health care facility
- Controlled access to the building through the front entrance
- Restriction of residents leaving the property for essential services only
- Monitoring of residents coming and going from the property
- Implementation of a shopping program (in progress) to reduce the need for residents to leave the property
- Health assessment screening of all residents returning to the property
- Isolation of new residents and residents returning from hospital
- Ongoing training for staff on the proper use of personal protection equipment and other precautionary measures

Due to the highly infectious nature of the COVID-19 virus, one confirmed case in a congregate care facility is considered an outbreak. We do not currently have any cases of COVID-19 at Cypress View Foundation.

You may think about taking your loved one home to keep them safe. In this case, it is strongly recommended that you understand the resident's care requirements and have any needed supplies or equipment in place. This decision should be made in conjunction with the resident's care team, physician, Home Care (if applicable) and any alternate decision maker. We have been advised that Home Care is limited in capacity due to COVID-19 pandemic preparations and may be unable to provide services. Also, you should be aware that residents cannot be readmitted while the facility is in any level of outbreak and, if an outbreak occurs, it could last for an extended period of time.

Please call me if you have any questions about this information. My direct line is 403-525-2228. Stay safe and well.

Yours truly,

Dianna Jossa, MSW, RSW
Chief Administrative Officer