

URGENT NOTICE ABOUT COVID-19

TO: Residents and Family Members
FROM: Dianna Jossa, Chief Administrative Officer
DATE: May 1, 2020

The recent outbreak in the neighboring municipality of Brooks has greatly increased the risk of exposure to the COVID-19 virus in Medicine Hat. Additional precautionary measures have been put in place to safeguard the health of residents and staff at Cypress View Foundation as follows:

Increased Security

Security guards have been hired to ensure that everyone is following the rules for health status screening, physical distancing and social isolation. Our greatest risk of infection comes from people coming and going from the building.

Deliveries

All deliveries must be left on the table in the vestibule. Staff will disinfect these items and deliver them to residents twice a day. Residents should not touch items on this table or visit in the vestibule with friends or family members who are making a delivery.

All deliveries must be prepaid. We have been in contact with all 16 pharmacies in Medicine Hat who have agreed to take payment in advance or bill residents for items ordered. Effective next Friday, May 8, any deliveries that need to be paid for at the door will be turned away.

All deliveries must come to the front entrance. Residents must not open doors to take deliveries at the side entrances to the building. Residents who continue to do this are putting themselves and everyone else in the building at risk. This is a breach of the Terms of Occupancy agreement and anyone seen doing this is at risk of eviction.

Shopping Program

Many residents do not have family or friends who can shop for them. A program has been put in place to help these residents with their shopping needs.

Every Monday residents can drop off their shopping list at reception. One of our staff will shop for these items (e.g. groceries, pharmacy, liquor) and deliver them

to residents on Friday. After residents have received their items, we will debit their bank account for the amount that they owe.

Family or friends who currently shop for residents can continue to do this.

Visitors

Visitors have not been allowed in the building since mid-March. Effective today, visitors will not be allowed on the property. Large signs will be placed around the perimeter of the property today to advise people of this.

Exception to the No Visitor Rule

The Chief Medical Officer of Health for Alberta has created an exception to the no visitor rule with Order 14-2020 to allow for outdoor visitations with residents.

Here is how this will work at Cypress View Foundation:

- Friends or family members who are registered as essential visitors with Cypress View Foundation can visit with residents on the property.
- An outdoor visitation plan must be developed in advance and approved by Hilary Hamilton, the Activity Coordinator. This only needs to be done once, not every time you visit, as long as you are following the original plan. A copy of the visitation plan can be emailed to Hilary at hhamilton@cypressview.org.
- All visitors must sign in with security at the front entrance and complete a health status screening every time they come to visit.
- All visitors must wear a mask at all times while on the property. Visitors will be given a mask when they sign in at the front desk.
- Physical distancing of 6 feet must be maintained during your visit.
- Benches have been placed 6 feet apart on McCutcheon Drive by the horseshoe pits in the courtyard to give everyone a comfortable and private place to visit.
- Visitors must not pass items to residents during these visits. All deliveries should be made through the front entrance as outlined above.
- These rules also apply to visitors who drive up to visit with residents while sitting in their car.
- The security guard will be monitoring outdoor visits to ensure that essential visitors are registered and the visitation plans are being followed.

It Is Worth Repeating

All of these rules and precautionary measures are for the safety and well-being of residents and staff. We do not have any COVID-19 at Cypress View Foundation right now. We know this because of our vigilant daily health screening of residents and staff and testing of anyone with possible symptoms. There is a greater risk of community transmission with the outbreak in Brooks. Our goal is to do everything that we can to reduce the possibility of exposure to the COVID-19 virus so that everyone is safe and healthy.

RESIDENTS MUST NOT OPEN DOORS for visitors or deliveries at the side entrances to the building. Residents who continue to do this are putting themselves and everyone else in the building at risk. This is a breach of the Terms of Occupancy agreement and anyone seen doing this is at risk of eviction.

Thank you all for your cooperation and patience during this difficult time.

Dianna, CAO