



Christie Gardens COVID-19 Information: March 23, 2020 Update

Dear Residents, Family Members and Stakeholders,

We'd like to start with a heartfelt thank you to all residents and loved ones who have reached out to ask questions, offer suggestions and support. We truly have an amazing community of caring and compassionate people who want to do everything we can to protect it and get through this crisis together. Considering the current state of the world, we are lucky to be where we are!

It has been one week since we closed our doors to all non-essential visitors in response to the growing spread of the COVID-19 and our community continues to adjust. **As a reminder, the following is the best way to stop the spread of the virus:**

- Washing your hands thoroughly and often, soap & water or with hand sanitizer
- Avoid touching your face after touching surfaces in your community
- Avoid close contact with others who are ill
- Stay away from others if you are ill, remaining in your home until symptoms resolve
- Covering your cough & sneezes, washing your hands before touching surfaces
- Maintain social distancing of at least 1m, 2m from those who are ill
- Only leave Christie Gardens for essential outings

Last week, we focused on avoiding mass gatherings, maintaining social distancing and essential visitors and outings. This week, we'd like to review in more detail what essential visitors and outings means at Christie Gardens.

Essential Visitors

Visitor traffic has been greatly reduced this past week. Thank you to everyone who has cooperated with this difficult change. We continue to provide education about the change at the entrances when family and friends arrive for visits. If you haven't done so already, please inform your family and regular visitors before they make the trip. Those visitors who have been deemed essential continue to be screened on arrival. All visitors will be required to note the reason for their visit in the screening log book. **Essential visitors at Christie Gardens are:**

- Christie Gardens staff members
- Private caregivers who are required to support daily care needs

- LHIN workers who are required to support daily care needs
- Some service providers who have been identified as essential

If you have a caregiver or service provider who provides occasional support (not daily), please ask them not to visit at this time. In an attempt to reduce the number of people coming and going from our building, we thank you for your efforts here. If you are experiencing hardship over these instructions, please contact Jocelyn to discuss solutions on a case-by-case basis.

Essential Outings

Due to the high risk of experiencing significant and life-threatening symptoms IF exposed to the new coronavirus, **we are strongly recommending Christie Gardens residents not leave the building for any reason**, other than solo walks outside, away from any store or other people. **This includes visiting your family members and friends who live outside of Christie Gardens.** Some residents have adjusted to the closure of our doors to visitors by going out for visits at the homes of others. **Although we understand the need to connect with loved ones, this is of significant concern and puts our community at risk upon your return. You MUST call us and speak with a member of the Health & Wellness Team for directions BEFORE you return to the building, if you go out for a visit.** IF you are exposed while outside visiting, you may be asked to remain where you are for 14 days before returning to our building. Not visiting loved ones outside of Christie Gardens is the only way to avoid this potential circumstance.

Alternatives to Essential Outings

Christie Gardens has implemented changes to help support residents as you remain inside our building during the global pandemic. We recognize that you need alternate ways to get your groceries, connect with loved ones and access healthcare. We strongly encourage you to take advantage of these alternatives rather than going outside of Christie Gardens.

Groceries

Many loved ones have called to arrange for drop-off of groceries and other essential items. We are facilitating these drop-offs at the Christie St. entrance (concierge entrance). Please ask your loved ones to call ahead to schedule a drop-off time so our staff can support delivery to your apartment, if you are unable to pick-up from concierge. Please avoid the main entrance for pick-ups and drop-offs.

Our Dietary team have provided additional food items in the store for purchase and the store will now be open 7 days a week. Consider doing your shopping at our store, rather than going outside. If there are items not available that you need, please let Peter, Director of Dining Services, know.

Alternatively, you can order your groceries through Grocery Gateway. Please direct them to our Christie St. entrance and inform concierge of delivery time.

Connecting to Loved Ones

We understand how difficult it is to limit visitors with loved ones for extended periods of time. To support your well-being, and the well-being of your loved ones, we have established skype and zoom call capabilities in the club office and theatre. To facilitate a call, please connect with Kate to arrange a time. Skype and zoom calls allow you to see your loved ones over the computer screen when talking to them.

We also encourage you to continue to go to the programming we have available, **if you are well and have not been asked to self-isolate for any reason**. Maintaining your exercise routines, spiritual care, personal care routines and social connections to your Christie Gardens community, will help support good mental health through a sustained crisis. Look for the updated weekly calendars from Community Life.

Accessing Healthcare

If you have upcoming specialist appointments, we strongly encourage you to call the office and ask if telehealth is an option for this appointment. Avoiding hospitals and clinics is strongly recommended at this time. If you must go, maintain your hand hygiene and social distancing. Consider taking a taxi rather than travelling by TTC.

Christie Gardens is in the process of setting up telehealth for internal appointments, should we need them. More information to come on this next week.

Finally, we would like to note that Christie Gardens is committed to transparency with all of our residents, staff and stakeholders. Thus, we will inform our community if we have a confirmed case of COVID-19 amongst our resident population. We ask that you maintain all measures you can to avoid this potentiality. Preparations and planning continue to evolve and we remain hopeful we can keep our community coronavirus-free – with everyone doing their part.

Jocelyn Alves

Director of Health and Wellness

Melanie Burton

Executive Director