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## COVID-19 (CORONAVIRUS)

March 9, 2020

The COVID-19 virus is establishing itself in British Columbia. We would be negligent not to be prepared to respond in an appropriate manner to this threat to the health and safety of our residents and staff. We need your cooperation and assistance to help us stay virus free.

We have set up disinfectant stations at many points throughout the building and signage telling everyone to use the stations. Our observations indicate that approximately 25% to 35% of our residents are not using these stations. This puts all of us at risk. Health authorities agree that frequent hand washing is the best defense against this virus. You need to help us in this regard. It is such a simple task. **WASH YOUR HANDS!!**

As soon as this virus became a news item, we stocked up on disinfectant, quarantine and cleaning supplies. We have hired additional care staff. We are well prepared to provide the care that we may need to provide. However, if our staff become infected, as we did when the Norwalk virus hit us, we will not have the resources to help, treat and protect you. So we need you to abide by a number of rules in order to stay safe. Residents who refuse or are unable to remember to abide by these rules will put others at risk and therefore will be removed from Harrison Pointe and forced to move in with their family until the worst is over.

This is what we expect from our staff and residents:

- USE disinfectant stations when entering and leaving a public gathering area
- DO NOT hug staff or fellow residents under any circumstance

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- DO NOT shake hands with others.
- If you feel unwell – ie. Flu-like or cold-like symptoms – **IMMEDIATELY** tell our care staff. Call 6000 on your phone and report this to our receptionist. We will take it from there
- Abide by our rules. If we quarantine you, stay in your suite. If you don't abide by our rules, you will find yourself removed from our property. We **DO NOT** mess around with the health and safety of our residents and staff and if you do not abide by our rules, you will be removed to the care of your family for the protection of the other residents. Your boredom in your suite is **NOT** more important than our other residents' health and safety.
- Your sickness does not cost you money. We provide the care and delivery of meals at our cost in order to protect the other residents. **SO REPORT IT.**
- We are sanitizing everything ongoing. But if we have an infection, we will have to shut down things like BINGO and Shuffleboard in order to protect you. Please do not complain to us, it won't change our decision.

We have been successful in the past at eradicating the Norwalk virus and Scabies from this building in record breaking time periods because we are serious about treatment and react immediately without paying attention to the protests from residents. Please understand that we truly care for you and want to keep you and our staff safe. Abide by our rules and we can all stay safe.

Thank you!

Sincerely,

Glenn Bell

General Manager and Co-Owner

