

## To Our Patient Community.

### We Take Your Safety Very Seriously.

Your health is at the forefront of our minds every day. As we continue to monitor the Coronavirus disease (COVID-19), we wanted to share with you the policies and procedures in place to ensure the health and well-being of those in our care.

At this point the Public Health Agency of Canada (PHAC) has assessed the public health risk associated with COVID-19 as low for the general population in Canada, and as such as we are continuing with “business as usual”.

We have been working together with the government health authorities to ensure that our facilities are aligned with healthcare best-practices, preparedness and response measures that are appropriate and adaptable, based on the latest science and the evolving situation of COVID-19.

The actions we are taking include prevent transmission of COVID-19 in our healthcare facilities include:

- Prompt identification
- Appropriate risk assessment
- Management and placement of probable and confirmed cases
- Investigation and follow up of close contacts

To facilitate early recognition and source control our facility will:

- Screen all patients and staff for symptoms or exposure to COVID-19
- Provide masks, tissues and alcohol-based hand rubs (AHBR) at entrances
- Patient or staff with signs and symptoms of an acute respiratory infection will be denied access to our facility and directed to follow up with their health care provider
- Limit visitors to only those who are essential
- Interaction with other patients will be restricted as much as possible

In addition to the consistent application of the routine practices, our healthcare team will follow contact and droplet precautions. This includes the appropriate selection and use of the following personal protective equipment (PPE):

- Gloves
- A long-sleeved gown
- Facial protection, such as surgical/procedural mask and eye protection, face shield, or surgical/procedural mask with visor attachment

Hand hygiene will be performed on a constant basis whenever indicate and after leaving the patient care environment.

If you think have been exposed to COVID-19 and develop a fever and symptoms of respiratory illness, please call your healthcare provider immediately.

We will continue to monitor the recommendations provided by the World Health Organization (WHO), local governments, and the public health agencies. Should the level of risk heighten, or the health authorities enact special measures either locally or Canada wide, we will provide you with an update regarding the next steps. The health and safety of both our patients and staff are top of mind during this time.

Sincerely,



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