



March 12, 2020

Dear Friend of Esprit,

**Re: COVID-19**

For the last few months, COVID-19 (Coronavirus) has dominated the news cycle and caused concern in our communities and across the globe. The care and safety of our residents, team members and visitors are our top priority. I am writing to assure you that we take the COVID-19 situation very seriously and we are following Public Health Authority directives to ensure everyone's safety.

Our communities are required to screen visitors each time they enter the building. This strictly enforced process involves answering a few questions and signing a consent form. If visitors tend to come and go, this means they could be screened several times each day. We understand the importance of visiting your friend or family member. Our objective is to keep everyone safe and any visitors who exhibit flu-like symptoms or feel unwell, will be asked to reschedule their visit.

**What is COVID-19?**

COVID-19 is an illness caused by a new coronavirus first discovered in Wuhan China. Common signs of COVID-19 infection include fever, respiratory symptoms, cough and sneezing. In more severe cases, infection can cause shortness of breath, pneumonia and respiratory failure requiring a ventilator. More severe cases are seen in older people and those with pre-existing medical problems.

**What is Esprit doing about COVID-19?**

Esprit has activated our incident management system (IMS) comprised of infection prevention and control experts and supported by leaders from across the company. The IMS team meets daily to develop and implement strategies to manage the virus threat, and ensures we are current with our practices in prevention and doing everything we can to prevent the spread of COVID-19 within our communities. We work closely with Public Health Authorities across Canada and follow their directives such as screening all residents, team members and visitors to our communities. Rest assured, our team members are trained and prepared and have measures in place to protect everyone's safety including:

- Securing sufficient Personal Protective Equipment (PPE) for all staff
- Distributing educational materials on COVID-19 to our team members, including current information from the Public Health Agency of Canada
- Posters illustrating how to use personal protective equipment (PPE)
- Screening all visitors as they enter the home





- Screening all employees and contractors
- Reminders that hand hygiene is the most effective way to prevent the spread of infections
- Ensuring that hand sanitizer is available for all staff
- Continued daily monitoring of the Public Health Agency of Canada (PHAC) and World Health Organization directives regarding required responses to COVID-19
- Reminding visitors to refrain from visiting the community if showing signs and symptoms of respiratory infection including but not limited to fever, cough, sore throat, nasal congestion, chills, muscle pain or a headache

### What can you do?

- **Protect Yourself and Others** – Follow hand hygiene guidelines: wash hands with soap and water or an alcohol-based hand sanitizer (if soap and water are not available), avoid touching your eyes, nose and mouth, coughing etiquette: cough or sneeze into your elbow or a tissue and proceed to throw out the tissue and wash your hands, get your flu shot, and refrain from visiting if you are ill or have symptoms. We all play a part in slowing the spread of COVID-19.
- **Stay Informed** – Information regarding COVID-19 changes daily. Watch for updated communications on COVID-19 subjects such as screening and isolation procedures, recommended prevention activities, travel advisories etc. by following the Public Health Agency of Canada.
- **Don't Panic!** – There is a lot of misinformation about COVID-19 out there: calm and measured reactions to COVID-19 from all will carry us through this challenge.

Thank you for your continued cooperation in response to this global issue.

We remain committed to keeping you safe. As Esprit operates under protocols established by Public Health Authorities, please reach out to your local office for further information on the procedures in place.

If you have any questions or concerns surrounding how Esprit is handling the situation, please contact [communications@extendicare.com](mailto:communications@extendicare.com).

Sincerely,

A handwritten signature in blue ink that reads "Lyn Fabricius".

Lyn Fabricius  
National Director, Infection Prevention and Control, Extendicare

