

To Our Valued Clients, Friends and Families

Re: Shylo's Response to COVID-19

The world is experiencing an outbreak of a new coronavirus: COVID-19. Unfortunately, this virus has already spread to the Vancouver area. **Shylo is taking every precaution to limit our client's potential exposure to the virus**, including:

- ✓ carefully monitoring the outbreak in our area.
- ✓ re-educating our care staff on Universal Precautions and Infection Control.
- ✓ Our Registered Nurse Managers are getting certified by the World Health Organization in COVID-19 Infection Prevention and Control measures.
- ✓ tracking where our staff work to prevent cross-contamination **Be advised that we do not have any Caregivers working in the community who have worked in Lynn Valley Care Centre in the past thirty (30) days.*
- ✓ having staff that have travelled internationally self-isolate for seven days upon return to Canada (14 days if returning from China, Iran, South Korea or Italy). This also applies to Caregivers who have had close contact with someone confirmed to have the virus or someone who has a presumptive positive.
- ✓ asking any staff with coronavirus symptoms to stay home until they are well.

We encourage all clients to keep adequate supplies in their home to prevent spreading germs, including:

- Soap and Water and clean towels for all visitors.
- Disinfectant Solutions (like Bleach or Lysol) for cleaning surfaces.
- Disinfectant Wipes to use when you go out of your house.
- Disposable Gloves (especially with incontinent products or wound care).
- Having ample food and medications in your home should you have to self-isolate for two weeks (this would be a good time to set-up a delivery account with a local grocery store, if you don't have one already).

We hope this communication helps ease your minds that Shylo is taking every precaution to keep our clients safe and stop the spread of this virus. We are aware that seniors are at much higher risk for serious complications from COVID-19 and are taking these extra precautions during this worldwide outbreak.

We are also asking that any clients, or close client contacts, who develop cold or flu symptoms report them to us at Shylo. We have a duty to our staff and clients to limit exposure and cross-contamination.

If you have any questions about our response to COVID 19, or any other concerns, please do not hesitate to contact me directly. If you would like more information on the virus or how to protect you and your loved ones, please let me know and I'll happily forward you some educational pamphlets.

With respect,

Margot

Margot C. Ware RN, BScN, GNC(C)

President, Shylo Home Healthcare