

Information Bulletin #3 - March 30, 2020 About Coronavirus (COVID-19)

For all friends and family of GEF Seniors Housing tenants and residents

*When bad things happen that we can't control, we often focus on the things we can't change.
Focus on what you can control. What can you do to help yourself – or someone else – today?
You can read some helpful tips here: <https://tapit.us/w0isZ>*

Our CEO, Raymond Swonek, wanted to share this message with everyone today. You can sign up to receive daily text messages of encouragement and inspiration by **texting COVID19HOPE to 393939**. This is an Alberta-based initiative, set up through Alberta Health Services to support people during the COVID-19 pandemic. To find out more about Text4Hope, visit AHS at <https://www.albertahealthservices.ca/topics/Page17019.aspx>.

Thank you for all the words of encouragement we have received about our wonderful GEF Seniors Housing staff, and all they are doing to help keep our residents and tenants – and all our staff – stay safe! We know that COVID-19 does not discriminate and we know our extra efforts are making a difference. Thank you for doing your part during these extraordinary and challenging times.

These information bulletins are just one way we can stay in touch with you and keep you up-to-date on our prevention measures here at GEF. We would also encourage you to frequently **check out the GEF Seniors Housing website at www.gef.org and click on the red Coronavirus (COVID-19) Updates box** to view the friends and family information bulletins, as well as posters on virus prevention, social distancing and an alert on how to spot coronavirus scams. Feel free to share this information with others, so they will also know what GEF Seniors Housing is doing to help keep everyone safe and healthy.

GEF Seniors Housing has put in place more restrictions from the Alberta Chief Medical Officer of Health (CMOH) and Alberta Health Services (AHS) over the past week to help stop the spread of COVID-19, and more changes are coming – see below to find out more. Some GEF staff are working from home. All recreation activities at our lodges and apartments have been cancelled. Everyone is working hard to maintain social distance and keep themselves and others safe with frequent handwashing and more cleaning at our sites, especially of high-touch areas. We continue to emphasize the importance of good hand hygiene and social distancing with all residents and tenants.

Your best prevention against the coronavirus remains your personal hand hygiene, both at work and at home. **Soap and sleeves save lives.**

Remember to **wash your hands frequently and thoroughly for at least 20 seconds every time**. Use hand sanitizer when soap and water aren't available, and follow up with soap and water as soon as possible. **Cough or sneeze into your sleeve or a tissue, not your hand.**

As per the CMOH and AHS, we are putting in place more **changes for our buildings with lodges and combined sites – Kiwanis Place, Pleasantview Place and Sakaw Terrace – effective tomorrow, Tuesday, March 31:**

- We are restricting visiting hours for all designated essential visitors. They will now only be allowed to visit between **9 a.m. and 4 p.m. daily. No other visitors are allowed until further notice.** We ask for your understanding and patience in this as we are following all directives of the Chief Medical Officer of Health of Alberta, as well as Alberta Health Services. Essential service providers, like home care and Compassion Network, are still allowed. **We will be posting new signs at these sites tomorrow morning to alert everyone.**



- Every staff member, designated essential visitor, essential services provider, resident, tenant and contractor will be required to fill out the **AHS Visitor and Volunteer Screening Questionnaire** each time they come on to GEF property. This requirement will not apply to residents, tenants and staff who are going outside for fresh air or to smoke, as long as they remain on GEF property.
- If, at any time while at work any GEF staff member feels unwell, they know they must immediately notify their supervisor, go home, and contact Human Resources. As well, our supervisors are monitoring all staff to ensure they're well. GEF has put numerous provisions in place – including income replacement – so no staff member ever has to worry about self-isolating and still paying their bills.
- If any resident – or tenant at our combined sites of Sakaw Terrace, Pleasantview Place or Kiwanis Place – indicates during any AHS screening that they are not feeling well, they will be directed to immediately isolate in their unit for ten days.
- We are also reducing office hours at our self-contained apartments, and re-deploying those staff to our lodges and combined sites so they can help support changing service and screening requirements and cleaning. New temporary office hours at the apartments will be posted.

We are keeping staff informed with information bulletins, communications from managers and assistant managers, and posting a wealth of information on our intranet for staff to see.

It needs to be said that there are many rumours, and a great deal of inaccurate information being circulated these days – especially on social media. We highly recommend you keep current on the latest news and information about COVID-19, including prevention, at:

Alberta Health Services: www.albertahealthservices.ca

Government of Alberta: www.alberta.ca/COVID19

Government of Canada: www.canada.ca/en

If you have any questions about what we're doing here at GEF Seniors Housing or you hear something that doesn't sound quite right – especially these days when rumours abound – please contact us at communications@gef.org or by phone at 780-482-6561.