



TABOR VILLAGE

Providing Care from the Heart

March 24, 2020

Dear Tabor Village Family and Friends:

I am writing this letter to provide you with an update of the COVID-19 pandemic response plan with the goal of keeping you informed of how, together, we are protecting the health and safety of older adults living at Tabor Village and the employees who provide care and support to them.

As a complex care and assisted living site, the Fraser Health Authority (FHA) Medical Health Officer (MHO) issued a directive on March 22, 2020 in response to the quickly evolving nature of the pandemic. The directive is a Class Order for all aged care and housing operators in the region and includes the following:

1. A Staff Plan that maintains staffing levels to ensure that operations are maintained when staff are only permitted to work at one site.
2. Health screening procedures at one entry point for all staff at the beginning and end of each shift.
3. Stopping all visitors from entering the buildings.
4. Screening and testing of residents/tenants in the buildings, twice each day.
5. Stopping all community activities outside of the buildings.
6. Enhancing cleaning of high touch surfaces at least two times a day with hospital grade cleaning chemicals such as bleach and 0.5% accelerated hydrogen peroxide.
7. Physical distancing by six feet or more and limiting social activities where social distancing cannot be safely maintained. Dining rooms have been spread out to ensure social distancing and adding additional meal times and room service as much as possible.
8. Suspending transfers between care home and assisted living sites.
9. On an exception basis only for transfers to acute care or emergency departments.
10. Residents will not be permitted to return in the event of an outbreak if the resident and family chooses to discharge the resident to live in the community.
11. Retraining of infection control procedures including hand hygiene and use of Personal Protective Equipment (PPE).
12. Ensuring an adequate stock of supplies and PPE and other relevant items.

The above requirements are being implemented by the leaders of Tabor Village who meet daily each morning as members of the Outbreak Management Committee. The purpose of this Committee is to work together to coordinate the response to the COVID-19 pandemic in order to protect the health and safety of older adults living at Tabor Village and the employees who provide care and support to them.

Reach Out to Your Loved One!

As much as possible, Tabor Village is encouraging family members and friends to stay connected with their loved one living at Tabor Court, Home, Manor and Valhaven. Please reach out to them directly if that is an option by phone, through email, FaceTime, letters or other ways such as an artwork that can be shared with them or pictures that staff can place in their rooms. Some family members have been visiting from the outside looking in through a window.



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Reach Out to Beloved Staff Members!

Consider writing a letter or email to staff member to show your appreciation to thank them for all they do. You might say "we know how hard you are working and we thank you!" During this stressful time, employees are the backbone of Tabor Village. I have received much positive feedback from families, leaders and from co-workers on how employees have responded exceptionally well to support the health and safety of older adults and to each other.

Thank you for Doing Your Part!

At Tabor Village posters are all over the place: in the work areas, offices, living areas and hand washing sinks focusing on: social distancing, hand hygiene, and not touching your face. Don't sit or stand so close, keep six feet apart and maintain social distancing. Practice good hand hygiene by washing your hands thoroughly for 30 seconds. Your nose, eyes, and mouth are the virus's entry point, you can prevent contracting the virus by not touching your face – hands off.

Thank You for Doing the Right Thing!

The choices and decisions we are making every day have a significant impact. Do your part. Stay home. Use caution when you are outside the house and in the community. Protect your family. If you're home for 14 days self-isolating, it is not a suggestion, it is required. The federal government, provinces, and cities put guidelines in place to protect us and keep us safe.

Thank you for Supporting Tabor Village!

As family and friends of Tabor Village you are playing a vital role in caring for older adults and we know that you are depending on us, now more than ever. You deserve our thanks for being Tabor Village's ambassadors in the community, we depend on you as do others. You are someone's best friend, a husband or wife, a mom or dad, a grandparent, a brother or sister and a beloved care giver to older adults. The global pandemic is serious and there are serious consequences. We must, all of us, do our part. Tabor Village is depending on you, your family and friends, the community where you live is depending upon you as well. Do the right thing. Stay home as much as possible. This is the best way you can help us care for your loved one.

You are a blessing in how you help and support others.

Yours sincerely,

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