



This is understandably a very stressful time for you and your families. *Serenity Homecare* is committed to ensuring the safety of our clients and employees and views this as our top priority today and every day. Given the situation our province finds itself in again, we thought it prudent to send out a few reminders.

Masks:

- Your home support workers are required to wear **Medical Masks** for the duration of their shift for your protection.
- This is a Public Health directive and is **MANDATORY**.
- HSW may remove the mask when they are not in close contact with clients or other people in the home to eat, drink, etc.
- At this time clients and household members are not required to wear a mask, unless showing symptoms of covid-19. However, clients and family members may choose to do so out of courtesy.

Hand Washing:

- Frequent and effective hand washing is your best defence.
- Wash your hands for at least 20 seconds.
- Where possible avoid touching your face (eyes, nose, mouth).
- Make sure you and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately and wash your hands.

Limit the number of visitors in your home:

- Restrict the visitors in your home in accordance with public health guidelines
- If a family member is in self isolation or is being tested for COVID-19 they should **NOT** visit your home until their isolation period is over or they have been cleared by the Health Authority.
- Ask guests to wash hands upon arrival and wear a mask.
- Practice social distancing and keep visits short.

Social Distancing:

- Where possible practice social distancing (2m or 6 feet is the recommendation).
- Limit trips outside your home.
- Avail of businesses who are offering free delivery services and curbside pick up.
- Wash your hands immediately every time you come home.

***Please don't ignore any health concerns. Most Doctors are doing consults from home by telephone and other means, however if you have a medical emergency call 911.**



Household:

- Avoid sharing household items (dishes, cups, utensils, towels etc.)
- Clean your home with regular household cleaners.
- Frequently clean and disinfect regularly touched items such as toilets, sink tap handles, doorknobs and bedside tables etc.
- Wash laundry thoroughly- there is no need to separate the laundry.
- Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
- Wash your hands after every task. You cannot wash your hands too much!

Be prepared:

- Ensure you have adequate cleaning supplies and hand soap available.
- Ask your home care worker to help prepare extra meals for freezing so you have an adequate supply of meals in the event a home support worker is not available.
- Ensure you have an ample supply of your regular medication and cold and sinus medication.

If you think you have been exposed to COVID-19 complete the **Self-Assessment** tool on <https://www.811healthline.ca> or call **811**

We appreciate your understanding and patience during this difficult time. We ask that you continue to follow the advice of the **Chief Medical Officer** and if you have any questions or concerns don't hesitate to contact our office. Your concerns are important to us, but as I am sure you can appreciate the volume of calls we are experiencing has increased, so our response time may be slower than we would like. We are committed to providing clients with the service we can at this difficult time as we get through this pandemic together.

364-9688 (Business Hours)

After Hours 685-9948

Stay safe everyone,

Management and Staff of **Serenity Home Care**

"Excellence Through Dedication"