

**To:** All employees

**CC:** All SMTs

**From:** Catherine MacPherson, Senior Vice President Operations  
Derek Green, Vice President Operations, NB  
Ian Mader, Regional Director Operations, RLC NS  
Dana Power, Regional Director Operations, Enhanced Care NS  
Cecilia Hartl, Regional Director Operations, RLC ON

**Date:** March 26, 2020

**Re:** Information about what to expect if our community has a case of COVID-19

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Dear Team Members:

We recognize this has been a challenging time for all of you. If you are feeling worried or concerned about your health, the health of your family and residents in your community, you are not alone.

I want to ease your mind and assure you that the organization has a plan for how to manage the next phase of this pandemic.

While we do not have a case of COVID-19 in any of our communities, we want share information about our process in the event this happens.

The most important thing to know is that we are prepared. Your General Manager/Regional Manager will have a detailed plan that will guide them through the steps that must be taken when notified we have a positive case and the site will be fully supported by all corporate resources including the Senior Leadership Team and Infection Control Specialist.

**If we receive confirmation of a case of COVID-19, here is what will happen:**

- Public Health will immediately step in to provide direction and your Health Services Manager/Director of Care/Site Manager and General Manager/Regional Manager will be on site to support the team immediately, no matter what time of day.
- Your site leadership will have clear step-by-step plans to ensure the following takes place:
  - Resident remains on isolation
  - For care service lines, the neighbourhood will be closed and all other residents will be returned to their suites
  - All employees and residents are provided with clear direction on next steps



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- Public Health works quickly to conduct “contact tracing” which identifies all people who had close contact and are at the greatest risk of developing the virus and provide them with direction. The Shannex Occupational Health team will support any employees identified by Public Health through this process.
- If you are NOT contacted by Public Health, you should continue to monitor yourself for symptoms, but assume you are not at risk of immediate exposure.

### **Shannex Infection Control Process**

- In addition, Shannex has its own contact tracing process to ensure we are fully protecting residents and employees. This will also begin immediately and be led by our Infection Prevention and Control team through the General Manager.
- We will support anyone identified through either the Public Health or our own contact tracing process through the Occupational Health team who will work with you directly.

### **Planning to care for residents who have tested positive for COVID-19**

Your General Manager/Regional Manager will be communicating a site-specific step-by-step plan very shortly. You must become familiar with this plan whether you will be working directly with residents who have COVID-19 or not.

This plan ensures we are containing affected residents to the best of our ability and dedicating staff to work only with those residents while on shift.

### **We need your help to care for affected residents with COVID-19.**

- Employees who are interested in working directly with residents with confirmed cases of COVID-19 will be asked to volunteer. Volunteers will be screened by Occupational Health and then selected based on seniority.
- Employees who choose to work with residents who have confirmed cases of COVID-19 will be provided with meals and offered alternative lodging, paid for by the employer in case they did not want to go home.
- There will be more information coming very soon from your General Manager on next steps if you are interested in this.

We understand this is a difficult subject to address but as healthcare professionals we must be prepared.

Finally, I would like to say thank you. The support of our team members in implementing the measures we have taken to date has been incredible and we thank you for your diligence. These early efforts will help keep you and our residents safe.

**Shannex Incorporated**

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Please do your part by keeping yourself and your family safe by following best practices to help prevent the spread of infection.

Stay tuned for additional details, and please, if you have any concerns, please reach out to your General Manager/Regional Manager.

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