



March 15, 2020

Re: Preparation for pandemic

Dear Community & Professional Services residents, clients, and families,

On March 11, 2020, World Health Organization declared COVID-19 as a global pandemic. Yee Hong has been actively reviewing our pandemic plans and readiness for business continuation. Clinical and corporate leaders continue to meet frequently to review the latest clinical and governmental information and to coordinate any necessary changes to our actions. Our staff members and volunteers continue to be screened. We have taken additional proactive measures such as cancelling large group activities and cancelling all of our active senior programs, adult day programs, congregate dining programs, transportation, private home care, and any other programming.

All clients will continue to be screened by our staff about possible exposure to COVID-19:

- Have you travelled outside of Canada within the last 14 days?
- Have you had close contact with a confirmed or probable case of COVID-19?
- Do you have fever, new or worsened cough, and/or other respiratory symptoms?

Family members and visitors are reminded to continue to self-screen using the questions above before each visit, and to conduct hand hygiene before, during, and after each visit.

Clients and families are reminded to make contingency plans if services are cancelled by

Yee Hong. Please include family, friends, and neighbours in the planning. In case a pandemic is declared by our local public health units, the following services will be impacted:

- Senior buildings with services provided by Yee Hong may be reduced.
- Meals on wheels and essential personal care services will be continued for identified residents/clients.
- Medical and property emergencies will be responded to according to pandemic procedure.





**Yee Hong Centre
For Geriatric Care**

頤康中心

2311 McNicoll Avenue
Scarborough, Ontario M1V 5L3
Tel: 416.321.6333
Fax: 416.321.6313
E-mail: centre@yeehong.com
Website: www.yeehong.com

Current information on COVID-19 suggests older people and those with underlying health conditions are at increased risk of severe outcomes. We would like to ask residents/clients that have travelled outside of Canada to stay in isolation for 14 days, and family and friends that have travelled outside of Canada in the last 14 days to not visit during this time. The cooperation of family members and other visitors is critical for keeping our clients safe.

Thank you.

Tracy E. Jones
Chief Executive Officer

