



COVID- 10 Client Update

To our Valued Clients,

The spread of Corona virus (COVID-19) in our Province is concerning to everyone. 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.

We have taken important steps to help our employees and clients stay safe. We continue to monitor the situation closely and are following the latest guidelines set forth by the Public Health Agency of Canada and the Government of Newfoundland and Labrador. We will continue to make any necessary changes as new information becomes available and the situation evolves. Up to now, we are happy to report that our services have yet to be drastically impacted. We recognize that this will become a greater challenge as this pandemic evolves. We are prepared to do everything we can to ensure that you continue to receive quality care without interruption. Our management team and nursing staff are here for you. If you have any questions or concerns please do not hesitate to contact us.

Effective March 16th we closed our office to the public. However, our office staff are still working hard to support our dedicated employees and address concerns. We ask for your patience and understanding during this time. Your concerns are important to us, but as we are sure you can appreciate the volume of calls we are experiencing has increased, so our response times may be slower than we would like. We are committed to providing clients with the best service we can at this difficult time as we get through this pandemic together.

The safety of our home care staff is very important. We have advised all our staff on the best practices as recommend by government and made it mandatory that they practice regular hand washing techniques and disinfect commonly touched areas in our client's home upon arrival and frequently throughout their shift. In addition to this we are suggesting increased cleaning in client's homes. Our management team and nurses will be contacting clients regularly to ensure their well-being and answer any questions you may have.

We all have a part to play as we help fight COVID-19 in our province. We ask that you do your part. We have included some helpful tips and guidelines with this letter. We recognize that this affects peoples day to day routines, but we all need to work together to keep each other safe. We are committed to keeping our lines of communication open and we will continue to inform you and our staff of the latest developments as they become available to us.

For more information on Covid19 visit <https://www.gov.nl.ca/covid-19/>

Health Line at **811**

Stay safe everyone,

Management and Staff at ***Serenity Home Care***