

As the COVID-19 public health emergency evolves and impacts us and our communities, Leduc Regional Housing Foundation (LRHF) remains committed to the health and safety of our Residents (Seniors Lodges), Tenants and staff. LRHF has enhanced sanitizing efforts throughout the organization with special attention to high traffic areas, is closely monitoring the situation and adjusting operations in response. All staff who are feel sick are staying home and we have implemented the procedures as recommended by Alberta Health and Alberta Health Services. Changes to our operation include:

### **Administration Office**

Effective Monday, March 23, 2020, the Administration Office is closed to the public.

### **Supportive Living/Seniors Lodges – Planeview Place & Cloverleaf Manor**

On Friday, March 20, Dr. Hinshaw, the Chief Medical Officer of Health signed a Record of Decision.

### **The order requires the following ACTION BY LODGE OPERATORS.**

1. Effective immediately, all visitors, except those identified in this order, are prohibited from attending a supportive living/seniors lodge in the Province of Alberta.
2. Only the essential visitor of a resident may attend a supportive living/seniors lodge for the purposes of visiting a resident.
3. For the purposes of this order, an “essential visitor” is, in relation to a resident of a supportive living/seniors lodge, an individual who:
  - (a) is designated by the resident or the resident’s alternate decision-maker as their single essential visitor;
  - (b) provides care and companionship for the well-being of the resident; and
  - (c) has authority to decide who amongst a dying resident’s family/religious leader(s)/friends may attend a supportive living/seniors lodge for the purposes of visiting a resident.
4. Only one individual may attend to a given resident at any time within a supportive living/seniors lodge. For greater certainty, the essential visitor of a resident and their family/their religious leader/their friend may not attend the supportive living/seniors lodge in which the resident resides at the same time.
5. **Prior to allowing an individual to attend to a resident within their supportive living/seniors lodge, a supportive living/seniors lodge must:**
  - (a) **confirm whether the individual is, in relation to the resident being attended to, either:**
    - i. the essential visitor of the resident, or
    - ii. a family member/religious leader/friend approved by the essential visitor;
  - (b) **record the essential visitor’s or family member/religious leader/friend’s visit, including the date, time and information required to be collected under section 9(c) below; and**
  - (c) **conduct a health assessment with regards to the individual, including taking the individual’s temperature and requiring the individual to respond to a questionnaire prior to attending the resident.**

### **Annual Review – All Programs**

Residents and Tenants will be contacted regarding their annual reviews as they become due.

### **Rent Payments – All Programs**

Rent may be paid by:

- **Pre-authorized Payment (PAD)** – if you already pay your rent through PAD, your rent will be withdrawn as usual. To sign up for PAD, email or drop off your banking information - a void cheque or a print out of your bank account from your bank.
- **Electronic Funds Transfer (EFT)** – log into your online banking and set up LRHF as a payee. Send all EFTs to [accounting@leducregionalhousing.ca](mailto:accounting@leducregionalhousing.ca). In the comment box, write your building name and unit number (e.g., West Grove 103). LRHF has automatic deposit set up, a security question or answer is not needed.
- **Cheque or Money Order** – You can drop a cheque or money order in the mail box in the back door (east side) of the Administration Office (5118 - 50 Avenue, Leduc). Please write your full name, building name and unit number on the cheque.
- **Cash and debit are not available due to the Office closure**

Residents and Tenants do need to pay their rent on or before the first day of each month. We are aware that some of our Tenants have had their hours reduced or been laid off work, creating a significant financial hardship. Those Tenants should call their Tenancy Administrator to discuss their situation (Sladjana at **587-336-3196** or Tara at **780-914-4424**).

### **Applications – Non-Seniors Lodge**

Applications can be provided to us by email [housing@leducregionalhousing.ca](mailto:housing@leducregionalhousing.ca) or by dropping them off in the mail box in the back door (east side) of our Administration Office.

### **Staff at Apartment buildings**

LRHF staff will only be coming to the buildings when necessary. Maintenance staff will continue to monitor building systems, Tenancy Administrators will be on-site to move tenants in or out though will not be holding regular office hours in any buildings.

**Maintenance Issue:** call **587-341-8390** or email [maintenance@leducregionalhousing.ca](mailto:maintenance@leducregionalhousing.ca) during regular office hours - **please do not call the office**. If you have an after-hours maintenance emergency call **587-341-8390**. Our staff will be responding to maintenance issues - at the time of your call you will be asked if you have been sick, which will permit staff to bring any needed personal protective equipment.

**Tenancy Issue:** questions or concerns are to be directed to your Tenancy Administrator, during office hours. You can reach Sladjana at **587-336-3196** or Tara at **780-914-4424**.

### **Cyber & Fraud Alert**

Exercise extreme caution when clicking on links or providing personal information to people or organizations that request that information, unsolicited.

### **Prevent the Spread**

If you don't feel well, stay home in your suite, to protect yourself and the other people who live in your building. Call 811 for more information about what your next steps should be. If you have a health emergency, call 911.

### **Avoid getting Sick**

To protect yourself and others, and prevent the spread of all infections:

- Use good hygiene practices, such as frequent handwashing
- Cough and sneeze into your elbow
- Avoid touching your eyes, nose and mouth
- Stay at home and away from others, especially if you are feeling ill
- If you have symptoms, stay home and call Health Link at 811 for instructions

### **Updates**

**LRHF** - as the COVID-19 situation continues to evolve, further operational changes may be necessary and will be posted here as promptly as possible.

**Alberta** - up to date information on the COVID-19 situation can be found at [www.Alberta.ca](http://www.Alberta.ca). Starting March 23, 2020, the **Alberta Connects Contact Centre** will be available from 8 a.m. to 8 p.m., seven days a week. Albertans can call toll-free from anywhere in the province by dialling **310-4455** for general information about the Government of Alberta and its response to COVID-19, or for help contacting individual program areas.

Leduc Regional Housing Foundation's top priority remains the health and safety of our Residents, Tenants and staff.

All of us can, and need to, do our part to prevent the spread of all infections, by practicing social distancing, good hand hygiene and self-isolating if we're not feeling well.

Please take really good care of yourself, your families, and friends; and stay healthy.