

to: Clients & Visitors
re: Infection Prevention & Control (IPAC)
from: Heidi Bonner, Executive Director
date: Tuesday August 29, 2023

Hope House continues to be committed to the health and safety of all and rely on the guidance from Public Health, Ministry of Health and the Ministry of Long Term Care to inform our pandemic response. Ontario Health announced updates to their recommended COVID-19 Response Measures. Please see below for changes in our Infection Prevention & Control (IPAC) process which will be in effect immediately

The following applies to all Hope House program locations including outdoors, community and in client's home

SCREENING

A passive screening process is in place, meaning those accessing our programs are asked to self-monitor for symptoms and refrain from attending programs or having staff/volunteers into their home if they are experiencing any symptoms such as:

- **Sore throat** (painful swallowing)
- **Runny/stuffy/congested nose/sneezing** (not related to cold weather/allergies)
- **New or worsening cough**
- **Shortness of breath** (out of breath, can't breathe deeply)
- **Fever &/or chills** (temp 38 degrees C or higher)
- **Fatigue or weakness**
- **Muscle aches** that are unusual or long lasting
- **Decrease or loss of smell or taste**
- **Headache that's unusual or long lasting**
- **Nausea, vomiting, diarrhea, abdominal pain**

MASKING

Hope House is now mask-friendly, which means:

- Masks are no longer required in any areas where programs are delivered, unless the individual wishes to wear one;
- **However** when receiving one-to-one direct client care, clients (or their substitute decision-maker) can request that the staff or volunteer wear a mask when providing support.

We remind everyone to be respectful of others' wishes as we nurture an inclusive environment.

Have you or a close contact TESTED POSITIVE for COVID-19?

Please remain offsite for 10 days from symptom onset.

We recognize that there are still some risks for COVID-19. These changes are meant to be guidelines to help us navigate changes in the risk level of the pandemic.

Thank you for your ongoing commitment to the health and safety.