

As we evaluate developments and consider Hope House Community Hospice's response and contingency planning, our priority is the safety of our clients, volunteers and staff.

Hope House continues to monitor daily updates from various sources including the Ministry of Health and Public Health. At the time of this notice, Public health continues to assure us that the risk of acquiring the virus in York Region and Ontario remains low. Hope House follows the advice of the Public Health Authorities and at this time, programs, services and events will continue.

We stress the importance of following recommended best practices of Public Health for health and hygiene. Please see below.

To continue supporting you under various scenarios, including if staff are advised to work remotely, our team has remote and secure access to essential resources and telephone and video chat capabilities. This is a rapidly evolving situation and we'll continue to communicate with you on developments via our website <https://www.hopehousehospice.com/covid-19-hhch>, and email where possible.

CLIENTS receiving support in their home

If you, or someone in your household is unwell, please call Hope House (905-727-6815) and speak with a staff member or leave a voice on the general mailbox so that we can inform your visiting volunteer or staff.

CLIENTS receiving support on site (Aurora or Richmond Hill office or King City)

If you are unwell, please stay at home. Prior to attending group programs, please check the website calendar for information regarding cancellations.

VOLUNTEERS & GROUP FACILITATORS - please contact staff should you have any concerns or questions. If you or a member of your family is ill, please suspend your role and contact Hope House.

FROM YORK REGION PUBLIC HEALTH:

All York Region residents can take the following steps to protect themselves not only from new and emerging diseases but also from the common cold and the flu:

- Wash your hands often with soap and water or alcohol-based hand sanitizer
- Sneeze and cough into your sleeve
- Avoid touching your eyes, nose or mouth
- Avoid contact with people who are sick
- Stay home if you are sick
- Increase cleaning and disinfection of high-touch surfaces like toilets, sink tap handles, doorknobs, countertops, etc. using regular household cleaners

STAY INFORMED. We encourage you to review the following websites:

York Region Public Health www.york.ca/covid19
Ontario Ministry of Health www.ontario.ca/coronavirus

York Region Health Connection 1-800-361-5653
Telehealth Ontario 1-866-797-0000

Hope House Contact Info:

Contact your program or client care coordinator
or
Main Line: 905-727-6815
For urgent matters after hours: 289-552-5987

Email: info@hopehousehospice.com