

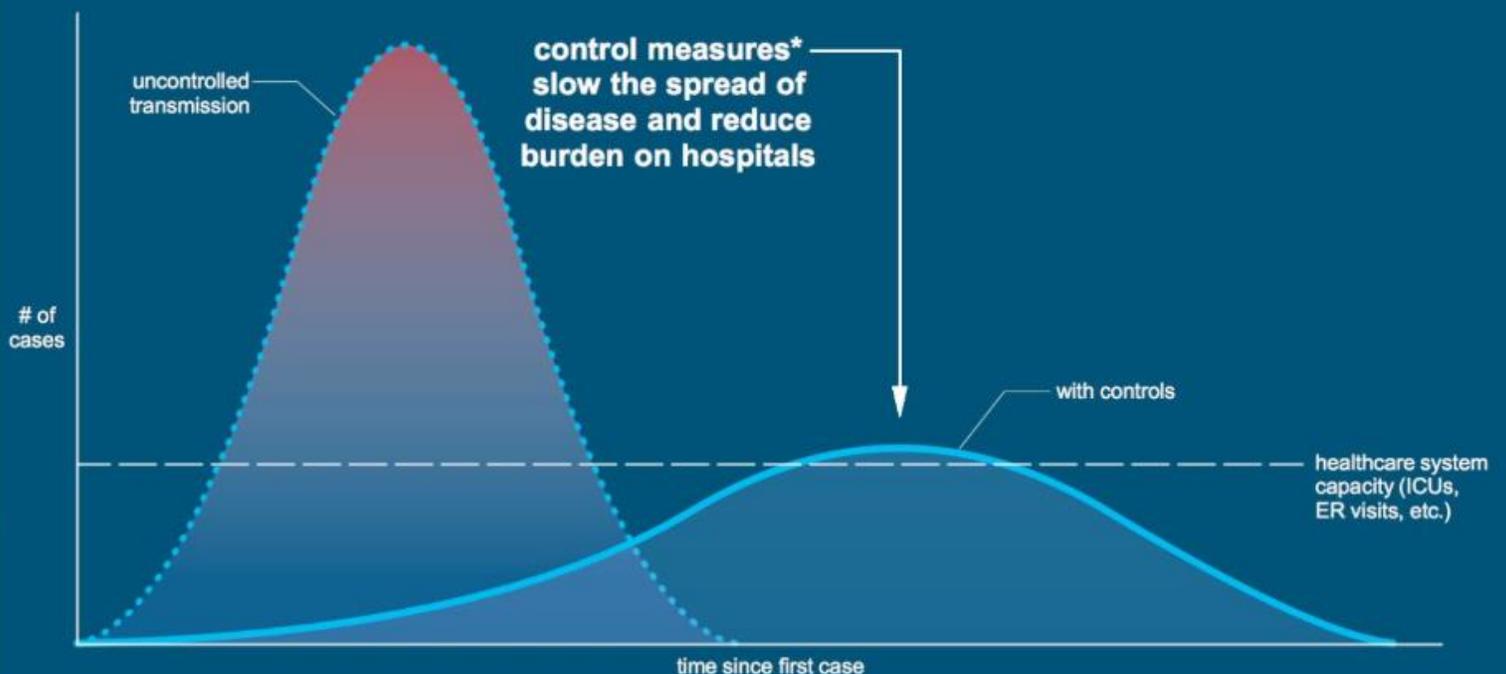
Proof of Care COVID-19 Update – March 13th, 2020.

Proof of Care is aware of and continues to actively monitor the rapidly evolving COVID-19 situation in BC, including today's announcement of the cases at Lion's Gate Hospital, and the earlier cases at Hollyburn House and Lynn Valley Care Centre and the 63 cases in BC at the time of writing. I will continue to provide updates in a frank, honest and fact-based manner, as I intend to below.

As of now, the risk of coronavirus disease transmission continues to remain low for residents of British Columbia. I will note that I am not confident that the risk will remain low over the coming weeks, particularly as we are now seeing instances of 'community spread' (*cases with no defined person of origin*). As we have seen the rapid escalation of Government support at a Provincial, National and International level, we have also seen an escalation of cases locally on Vancouver's North Shore.

We will see more cases; there is no immunity or vaccine, our best plans now are to slow to the progress of the rate of infection. Simply put, we are trying to spread the infection rate over a longer period of time, rather than to have a surge that will overwhelm our health care resources. All of our efforts at Proof of Care are now in support of this goal while maintaining our high standard of care for our beloved clients.

LOWER AND DELAY THE EPIDEMIC PEAK



* control measures may include handwashing, teleworking, limiting large gatherings, minimizing travel, etc.

CC BY 2.0 Esther Kim @K_thos
Carl T. Bergstrom @CT_Bergstrom

Our Current Recommendations:

We are recommending that you make some changes to you & your seniors' lifestyle immediately to help combat the spread of COVID-19.

1. The best thing you can do as an individual right now is **to routinely and thoroughly wash your hands with soap often** (*and not soup! Sorry about that typo in my previous correspondence*), including before and after eating, before and after visiting your friends and loved ones, before and after every trip outside, etc. Washing your hands with soap for at least 20 seconds, front and back, is the best and most effective method of preventing the spread of all respiratory virus infections, including COVID-19. You don't need special antibacterial soap; any regular brand is just fine. Remember to scrub your fingers and thumbs too!
2. **Support your Caregivers!** Our courageous caregivers are the front-line of health care in Canada. They too have fears and concerns over COVID-19, but they are taking every precaution and showing up to work. That's truly heroic, and right now, they need your support. Try to be a little flexible with start and finish times. Understand that many Caregivers are taking on extra work to support our community and cover for other staff that may be self-isolating or limiting themselves to one client to avoid the potential spread of COVID-19. Take this time to meet a new Caregiver from our amazing team, if your regular Caregiver isn't available! **Don't cancel care**. There is no reason to do so and *jeopardizing a Caregivers income during a time of crisis; when they are giving so much of themselves is not only financially devastating, it is demoralizing*. At Proof of Care, we are rallying around our incredible Caregivers and Nurses – you should be too.
3. **Try not to touch your face**, as one main way viruses spread is when you touch your own mouth, nose or eyes. I can personally attest to how hard this is (*especially with a beard*), but do try your best! I find singing 'Don't touch your face' to the tune of 'Come on Eileen' helps... but that might just be me.
4. **Engage in 'social distancing'**. This is the practice of keeping a safe distance from other people as best you can. This includes not shaking hands, hugging or kissing whenever possible, outside of the home. Try to keep a 2-meter distance between yourself and anyone else whenever possible in public. Although the BC Government's recommendation is to not gather in crowds of more than 250 people, our advice is to not gather in crowds at all, where avoidable, *especially group events & gatherings that include seniors*. This is not the time to go to the movies, a concert, a birthday party or

wedding, a market, mall or sales, and to seriously reconsider going to a group place of worship. Have your groceries delivered, if possible. Have parcel deliveries left at the door, rather than accepting them in person. Use the print-at-home poster attached to the end of this notice and attach it to your front door.

5. Now is the time **to reconsider not only all non-essential travel**. This is not the time for any international travel, including to the US – no trips to Blaine for gas & milk!
6. **Limit time spent out of the home for seniors that are 70 years old or over** to only that which is medically necessary.
7. Take some steps now to **prepare for you and your loved ones having to self isolate or being quarantined at least 14 days**. That requires you to not have to leave the house at all. *Not to the shops, not to the bank, not to the office, not a quick coffee with a friend*. You'll need three meals a day, per person in your household, for 14 days (*42 meals per person*). That does take some planning – now is the time to arrange this. Try to keep you 'quarantine ready' food separate from your regular food, so you don't consume it before you need to.
8. **Stay home if you are sick**. In these circumstances, over cautiousness is warranted. If you feel you are sick, call 811 to speak with a community Nurse. Please also let our office team know on 604 986 2273, so we can monitor this. If you think you have COVID-19, do not go to a doctor's office or the hospital, call 811 first or call your GP before you go to in-person to see them. If you feel your life is in imminent danger, call 911.
9. See point 1. Really! **Regularly washing your hands might seem trite, but it's the single best thing you as an individual can do** to prevent the spread of COVID-19.
10. If your Proof of Care caregiver is Asymptomatic (*meaning they do not have a fever, cough or difficulty breathing*), then they are absolutely fine to be giving care to you or your loved ones. Please support our incredible Caregivers and **do not let irrational fear prevent you from receiving our care**, or causing undue impacts to our incredible front-line workers.

What are you doing about Caregivers that have worked at locations with confirmed cases of COVID-19?

It remains the advice of Vancouver Coastal Health [\(1\)](#) that people without symptoms do not pose a risk. Nevertheless, we are implementing procedural changes immediately and do have recommendations for our staff and clients. Proof of Care will be following all recommendations from Vancouver Coastal Health and the BC Government and **in addition to these recommendations**, we are requiring the following:

Any Proof of Care staff member that has been working in a facility that has a confirmed case of COVID-19 will be stood down for a period of 7-days and instructed to self isolate for this period. 95%+ of COVID-19 cases show symptoms in 5 days. Any caregiver that displays symptoms during this time will not return to work until they have a full medical clearance to do so. To date, we have stood down two caregivers, neither of which are showing any symptoms whatsoever.

All staff and clients to have an oral temperature recorded at the beginning of every shift. The results of which will be visible via our Proof of Care 'Family Room'. To facilitate this, we have sourced a small number of thermometers and protective sheaths, which are currently exceeding hard to find, and we have been deploying these to all clients this week. You will see a small charge for these devices, the protective covers and gloves on your next bill to cover our cost of procurement.

Should people be concerned about the outbreak expanding to other long-term care homes?

The risk of transmission continues to be low in B.C., but we do have isolated cases of community transmission, therefore we've seen added additional precautions to further limit the possibility of the virus expanding to other long-term care homes. Proof of Care us meeting and exceeding those requests in all instances. In all likelihood, we will continue to see cases in long term care facilities, just as we will in the community at large, over the coming days and weeks.

We have full infection prevention and control precautions in place to protect both staff and residents as best as possible.

Is it safe to allow visitors to long-term care homes?

It is safe to visit your relatives. There are currently no restrictions on visiting in any long-term care homes within the region [\(2\)](#). We remind friends and families, please do not visit if you have

cold or flu, and expect to be tested for your travel history, temperature and more upon arrival. Be sure to wash your hands thoroughly before, upon and after arrival at any care home.

Please restrict your visit to your own relatives only, do not visit other residents, staff, or common areas. Meet only in the apartment in which your relatives reside. It would be best to limit all other visits to those that are absolutely necessary. We have attached a print-at-home door poster to aid with this.

Do I need a mask?

Almost definitely not. There is zero proof that masks will prevent the spread of COVID-19 at this time. A properly fitted N95 mask is advisable for patients that have been diagnosed with COVID-19 or are displaying flu-like symptoms. The reality is you probably can't get one anyway, and if you can find them for sale, leave them for the health care professionals that need them. Proof of Care has secured a very limited supply of N95 masks to use in these circumstances only.

Should I get tested for COVID-19?

No. Unless you are actively sick, symptoms including fever, coughing or difficulty breathing, you do not need to be tested. If you have these symptoms, call 811, they will guide you on the next steps from there.

Cancelling out of fear:

At this time there is no reason to reduce or cancel your care from Proof of Care. We have no staff that have reported exposure to or symptoms of COVID-19. Indeed, many of our clients are currently choosing to increase care given the circumstances. See 'Point 2' from our 'Current Recommendations' on supporting your Caregiver. There is no reason to reject care from any caregiver that is asymptomatic, and no Proof of Care staff member has symptoms as of now.

Stories of heroism:

This week, there have been so many, but let me highlight one in particular. With the news of a potential (later confirmed) cases of COVID-19 at Hollyburn House earlier this week, we scrambled to find ways to either have our clients leave before the quarantine was in effect, or to provide safe care for our clients that need our care after the quarantine was initiated. We

have a lovely client at Hollyburn that has been with Proof of Care for many years, receiving care for 12-hours every day, with the Caregivers returning home each night. With the terms of the quarantine not yet defined, we were unsure that if any of our staff were to enter the building, that they would not be allowed to leave for up to two weeks. We explained this to our Caregivers informed them of the risk that they may get 'locked' inside the facility.

The next morning, as we met with one of our Caregivers prior to their shift at Hollyburn House, we were greeted by a smiling Caregiver, ready to support the client the dearly love, *with a suitcase packed with supplies for a voluntary two-week, 24-hour a day stay*, should it be necessary. Such heroic selflessness is inspiring, and we were awe-struck. I can tell you that there wasn't a dry eye in the Proof of Care office when news of this came through to us. This happened in not just this one instance, but in two cases over the last week. These are the calibre of our Caregivers at Proof of Care, they are pillars of our society, and we all owe them a great debt for the work they do. We should all be so proud to work with people that willingly give their best days to support those who are having some of their worst.

I'd also like to highlight the efforts of our Scheduling Manager and our Nurse Management Team, who have worked tirelessly to ensure that we have Caregivers to cover 95% of clients this week, that triaged the emergency situation at Hollyburn House and that gave comfort to our clients and their families. I'm proud to call these wonderful peoples my colleagues.

What is the Coronavirus/COVID-19?

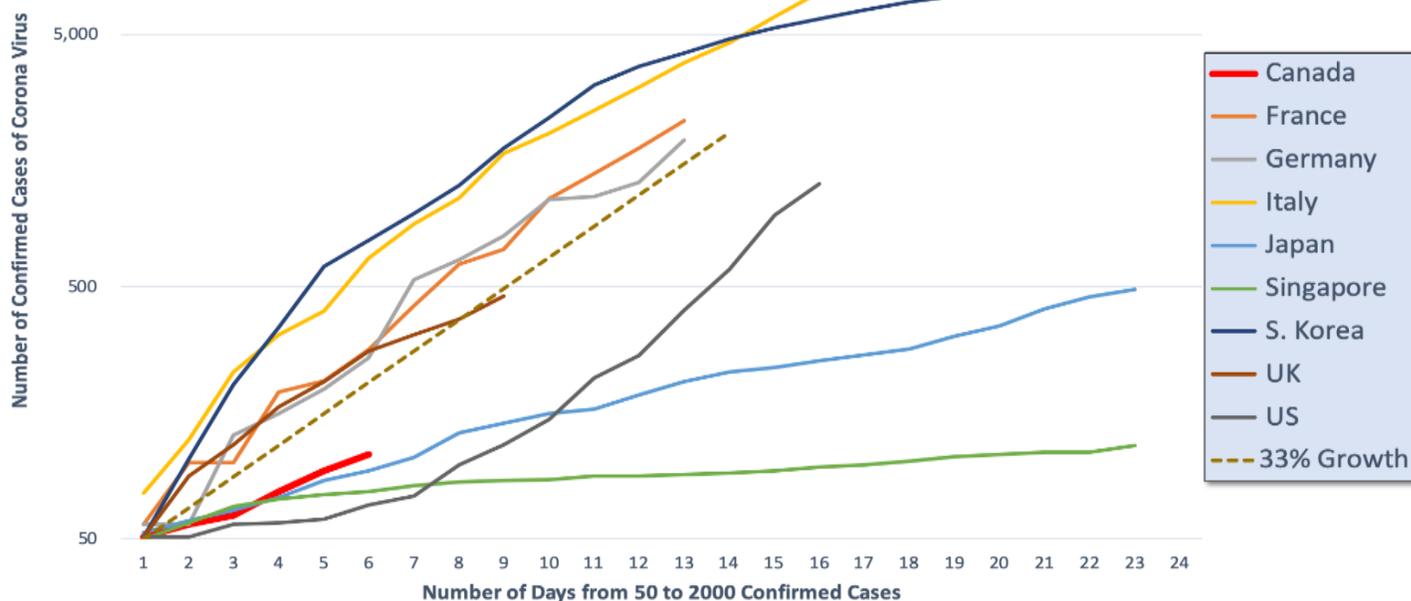
Coronaviruses are a large family of viruses found mostly in animals. In humans, they can cause diseases ranging from the common cold to more severe diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). The new coronavirus has been named COVID-19, as it was first identified in 2019.

While many of the characteristics of COVID-19 are still unknown, mild to severe illness has been reported for confirmed cases.

Anyone concerned that they may have been exposed to, or are experiencing symptoms of the novel coronavirus, should contact their GP, call Proof of Care on 604 986 2273 and call 8-1-1. While most people that contract COVID-19 experience mild symptoms, seniors and people with existing underlying conditions appear to be at a higher risk of more severe illness. Globally, the fatality rate for seniors 80 or over is 14.8%. This remains a serious concern, however, the risk of spread of this virus in B.C. communities remains low at this time.

TRAJECTORY OF CORONAVIRUS SPREAD

Log Scale



Source: Data from Johns Hopkins Coronavirus Resource Center as of March 12

Regardless of the slowing of the spread of this disease, we will see many, many more cases ahead. Our resources at Proof of Care will be stretched thin. We are currently working with other service providers in the North Shore to share our combined resources to combat the likely shortage of Caregivers and support staff ahead. This is not an argument for you to reduce your Care now, however, it is time to be more flexible with Proof of Care on the timing of appointments and allowing new Caregivers to look after you or your loved one, so we can safely manage a limited pool of trained & professional Caregivers, balanced with limiting the number of locations and clients they see as a preventative measure. Remain calm, informed, prepared and vigilant – *just as we are at Proof of Care.*

Where can I get more information:

It is important to stay informed of the current situation, but be wary of false information, speculation & rumour. There are no cures at currently for COVID-19. No one has immunity. There are no plans to stop the spread of the disease, only to limit how fast it spreads.

Your best sources of accurate information are:

Dr. Bonny Henry

Her daily briefings are world-class, as is she. Having led crisis responses to SARS & Ebola, Dr. Henry is giving televised updates every day that are your single best source of information here in BC. *(My partner, Marlène, would also like you to note just how great her 'shoe game' is, for those of you who might notice and appreciate that kind of thing. Apparently, she is becoming quite famous for this).* Here is a link to today's briefing:

<https://www.youtube.com/watch?v=gRepo3drX1k>

The BC Centre for Disease Control:

[http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-\(novel\)](http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-(novel))

The BC Government Pandemic Preparedness Website:

<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/pandemic-influenza>

Recommendations for seniors living in their own house or apartment:

Now is the time to prepare yourself and your loved one for a potential self-isolation period of at least 14 days. Proof of Care recommends that you have on-hand the following:

- At least 1-month of all medications on hand. Ideally 3-months.
- A thermometer with disposable sheaths.
- A 14-day supply of non-perishable food and water, that can be prepared in suite (some suite do not have heating or refrigeration appliances, so please take this into account when considering the preparation required for the food).
- A supply of disposable gloves, at least 2 boxes of 100 gloves is recommended.
- A 14-day supply of toilet paper and facial tissue.
- A tablet or mobile phone device to remain in face-to-face contact (via video call) with family as well as our nursing team at Proof of Care during isolation or quarantine.
- A basic first aid kit.
- A 14-day supply of clean clothing and towels.
- An AM/FM radio

Proof of Care can help you get these items together and deliver them to your loved one, should you need.

Recommendations for seniors living in Independent or Assisted Living facilities:

Many clients and families are now contacting Proof of Care in regard to organizing care for their loved one as they make arrangements to move them out of independent and assisted centres ahead of quarantine/lockout policies being enacted at these locations. Proof of Care is ready to assist you, and your loved one should you choose to temporarily relocate during this emerging situation. Please contact our office on 604 986 2273 to discuss how we can assist you with planning and ongoing care to support any relocation.

If you are choosing to stay in Independent or Assisted Living Facilities, Proof of Care recommends that you prepare now for you loved one to be able to support themselves through 14 days of self-isolation. Although all Independent & Assisted living facilities will be making every effort to provide a safe environment for their clients and staff, in the event of a quarantine or lock out, it would be prudent to have the following in your suite (and not to rely on this being provided by the facility in an emergency situation):

- At least 1-month of all medications on hand. Ideally 3-months.
- A thermometer with disposable sheaths.
- A 14-day supply of non-perishable food and water, that can be prepared in suite (some suite do not have heating or refrigeration appliances, so please take this into account when considering the preparation required for the food).
- A supply of disposable gloves, at least 2 boxes of 100 gloves is recommended.
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- A basic first aid kit.
- A 14-day supply of clean clothing and towels.
- An AM/FM radio

PROOF OF CARE IS HERE TO HELP YOU THROUGH THIS SITUATION.

YOU HAVE OUR SUPPORT; WE NEED YOURS AS WELL.

Proof of Care remains committed to your health and safety, as well as to the health and safety of our wonderful staff. We will endeavour to keep you informed as this situation develops. If you want to speak with one of my Nurse Managers or me, please call us on 604 986 2273. I will commit to keeping you up to date and our clients and staff safe during this troubling time.

Thank you for trusting us with your care. Following this email, you will find print-at-home posters that we recommend you place on the door or bathroom mirror at your home, and the home of your loved one.

Kind regards,

A handwritten signature in blue ink that reads "Samuel K. Grant". The signature is written in a cursive style with a horizontal line underlining the name.

Sam Grant
CEO
Proof of Care
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604 986 2273



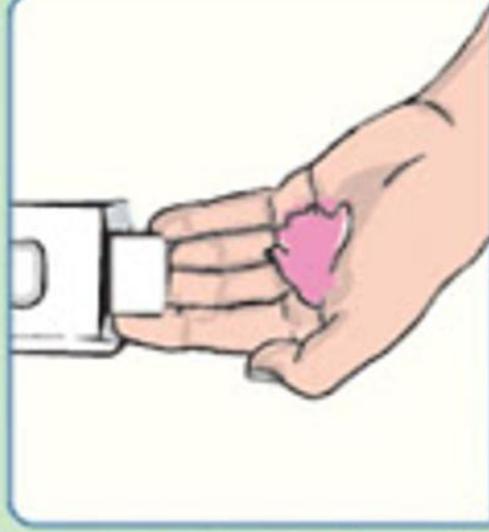
PROOF of CARE
Canada's Best Caregivers

HELP FIGHT COVID-19

FIGHT GERMS BY WASHING YOUR HANDS!



1 Wet your hands



2 Soap



3 Lather and scrub - 20 sec



4 Rinse - 10 sec



5 Turn off tap



6 Dry your hands

DONT FORGET TO WASH:

- between your fingers
- under your nails
- the tops of your hands



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NO VISITORS PLEASE

Thank you for stopping by, but please note that I am not allowing non-essential visits to our home at this time, due to COVID-19 concerns.

I would welcome a phone call instead!

IF YOU HAVE A DELIVERY, PLEASE KNOCK & THEN LEAVE IT AT MY DOOR. I WILL COLLECT IT AFTER YOU LEAVE