

Ask Each Other Anything (June 10, 2020)

Resuming Tenants Activities in Common Rooms, and supervision

Westman Seniors Housing Co-op in Brandon: we have resumed morning coffee at both buildings with six feet between each resident. On nice days they carry the coffee out to the patio. The coffee was organized by myself and I go in and check each morning. We have not started any other activities. The biggest challenge is resuming cards, bingo and games.

Coffee times suggestions

Consider staggering coffee time to have different shifts. Use disposable items. Make sure people clean their hands when they come in. Make sure people are not sharing things – you can pre-pour the coffee so there are fewer touches.

Stonewall Lions Manor: we have not resumed any activities.

Bethel Place: we don't have the staffing to facilitate any programming or cleaning, so haven't resumed any activities. We reopened our exercise facility and limit during staff hours. We are having tenants sign in.

Arms of the Cross: many programs are on summer pause anyway. Our tenants have been very good at asking about policies and make sure events are well organized. Tenants meet for prayers and Zumba (10 people in a large room).

Eden Steinbach: we will be starting our coffee group under a shelter in our community park. We are working on a draft policy on the resumption of group activities. We have somewhat of a drop-in program during the week with one staff.

Eden Winnipeg – Concordia Village IV: we are a supportive housing program so it's different from independent living. We have two staff supervising during programs.

MNPHA: your responsibility has not changed so there's no expectation for staff supervising activities. But you are responsible for communicating requirements and checking in.

Outdoor furniture

Are chair and/or tables being placed outside of facilities for your tenants to use? If yes, are they regularly being cleaned?

Bethel Place: have brought back outdoor furniture with 6ft apart. In practice, when families come to visit, they bring their own chairs. There is very limited cleaning of outdoor furniture as we don't have resources to do so. Our tenants are anxious to have their chairs outside.

MNPHA: MNPHA will relay the question to Chantelle from WRHA and get back to members

Chantelle Riddle-Yarycky, Infection Prevention & Control Specialist from WRHA Response:

- Visitors can bring their own chairs. Discourage any physical contact and make sure the chairs/visitors stay 2 meters/6 feet apart.
- If you are providing outside chairs I would treat them like chairs in a clinic waiting room. They aren't cleaned after every person has used them, instead they are cleaned during intervals

throughout the day: so clean them all at noon (if they aren't in use), mid-afternoon, and at the end of the day. If they are being used in the evening add another cleaning midway through the evening. So arrange your cleaning according to use. If they aren't used during the morning, then you may not need to clean them at noon, as so on.

- You can have sanitation supplies available for tenants and encourage self-use, and having some signage. Make sure visitors and residents are doing hand hygiene at the beginning of the visit and at the end.

Allowing visitors and keeping a record

Eden Concordia IV, Eden Steinbach, Westman Seniors Housing Co-op in Brandon: we do not have visitors yet in the building. We currently have visitors only outside in the common areas/patios.

Keeping a log of tenants' activities and visitors

Eden Steinbach: In phase 2 it states that you should be logging participants in case there is somebody that brings in Coronavirus. We also have people register for each activity.

Building design

Has anyone has considered changes in the building, such as designating a meeting space for families, in place of common rooms, that can be cleaned after use?

Bethel Place: For independent living, families are stepping in for care. Families are going into tenants' suites while maintaining social distancing, or meeting outside of the building resourcefully. We are thinking of adding tables to create more outdoor locations for people to meet. Tenant isolation and loneliness is an important concern.

Long Term and Continuing Care Association of Manitoba (LTCAM) held a tablet drive for personal care homes so residents can borrow a tablet to stay in touch with families and friends.

Westman Lions Manor in Brandon has been thinking of technology improvement such as auto-temperature monitoring and touchless door openers to reduce the need to touch common surfaces.

Reopening of cafeterias and meal programs

Anticipating Phase 3 opening, what should we do about food service programs? How should we prepare?

MNPHA: there is currently consultation on the Phase 3 opening (<https://engagemb.ca/phase-three-restoring-safe-services>). We will ask for clarification and details on the requirements.

Residential Tenancies

Do we know when RTB will resume hearings for evictions, or end the rent increase freeze?

Kinew Housing: I have had a call from RTB asking about rescheduling hearings, they didn't have a date when they would be starting but are trying to get an idea of how many hearings they may need to schedule. This indicates to me that the ban on rent increases and evictions may be lifted soon.

MNPHA: we encourage you to tell us about your needs for mediated agreements, and we can relay questions and anticipated needs to RTB so they can plan staffing accordingly. RTB has recommended to

continue issuing rent increase letter to honor the anniversary date, even though they won't be in effect until the amendment is lifted.

Business account access for CRA

MNPHA: you might need to submit a letter or some type of documentation demonstrating that you have the authority to become a representative. You don't login under the business account, but under "represent a client."

Has anyone have applied for the Risk Recognition program?

Arms of the Cross: one of our part-time staff qualified and applied. The application process is easy. It has a questionnaire to walk you through the eligibility, then an online form to apply.

MNPHA: in the media, there were concerns that the \$2,500 threshold is unfair (doesn't recognize those who have been at risk), the Premier suggested that everyone should just apply, and they will figure it out. Carolyn Ryan has said that if we have concerns about the program, let her know and she can bring up in the decision-making chain. The federal CERB program has evolved substantially to include hundreds of thousands of people, so this could too.

Chalet Malouin: We have staff here that were working around the clock during the whole length of COVID-19. They worked on serving seniors, it includes housekeeping staff that were going in to clean rooms for seniors in the Assisted/Supportive Housing suites, cooks and kitchen helpers that delivered meals to rooms, and to office staff that received groceries and meds and delivered to individual suites, collected payments, and supported the seniors and staff. But no one qualifies due to the amount being so small. Please let us know if you know any info on this or if this amount will be changed.

MNPHA: The provincial government has also announced a summer student program recently and encourage charities and non-profits to access up to \$6,000 (up to 50%). If you want student to take on programming support, gardening, or other activities, it may be a good opportunity.

How has office opening been going?

Every attendee's office has stayed open, but received few visitors.

Bethel Place: installed plexiglass screens.

Are people still looking for vendors for particular supplies?

Eden Concordia IV: we were connected with very generous donations of single-use masks from Canadian Tire. We are well-set for face-to-face meetings.

Stonewall Lions Manor: Home Hardware in town was able to get many of the required supplies.

Has anyone updated/changed their HR policies to respond to COVID and the need for self-isolation, sick leave, etc.?

Bethel Place: we haven't made official updates, but staff has been talking about future vacation that needs to follow the provincial guidelines for self-isolation.

Eden: we may have, we will share it if so.