



HEARTHSTONE
BY THE BAY

December 31, 2020

To All Residents,

An update from HCSL regarding COVID-19.

COVID-19 is sneaky. It disguises itself with a variety of typical and unusual symptoms. A fever and cough are only two symptoms but there is a whole range of other symptoms to watch for: a general feeling of unwellness, loss of appetite, extreme fatigue, back ache, headache, body ache and loss of taste are other symptoms that are being reported by our most recent cases. As health care providers, we are asking that you really stay in tune with how you are feeling. One simple call to the Wellness desk to chat about your symptoms is an insurance policy at your fingertips and may help you gain assurances. In an emergency, pressing your EMU will access nursing staff quickly.

We at HCSL are testing our staff weekly for COVID. Very few retirement homes are doing this. It is a strategy in long term care that we have adopted as we feel it is the ONLY way to keep ahead of the virus and isolate those who need to be. So far, our strategy has been working. We are strongly encouraging those of you who welcome essential visitors into your suite, other than HCSL staff, to ask regularly for proof of a negative COVID test. They could be asymptomatic and unknowingly be spreading COVID to you. This is inclusive of your friends and family.

The presence of masking and distancing of 6 feet is so important to help stop the spread. When riding in a car with someone who does not live in your household requires you all wear a mask as it's hard to keep a 6-foot distance in a car.

We are at the point in time where we are close to feeling like there is hope on the way with news of a vaccine arriving, hopefully in early 2021. Your diligence is ever so important now. We are on the home stretch and need you to recognize the importance of honoring Government mandated requirements. Even though the average age at Hearthstone is 84, COVID does not make age differentials, but at Hearthstone we care about your well-being whether you are 50 or you are 100.

Under the current provincial order, all non-essential services in the club remain closed. We look forward to 2021 with a heartfelt wish to bid our adieus to the challenges of 2020.

Kind regards,

HCSL Management Team



HEARTHSTONE

COMMUNITIES SERVICES BY THE BAY LTD

10 November 2020

Dear Residents,

It is unfortunate to have to inform you that due to the alarming consistent increases in COVID-19 cases in Toronto, the Medical Officer of Health, Dr. De Villa, has extended the current restrictions for another 28 days. Dr De Villa stated today in her press release "that a recent acceleration in new cases in Toronto has led her to believe that now is not the time to pursue a wider reopening."

Furthermore, she is also "strongly recommending" that residents limit social gatherings to only the people they cohabitate with as well as "essential supports."

Dining room:

Will remain closed until further notice, but the option of room delivery 7 days a week continues to be available.

Fitness Centre:

Will be opening with a restriction of up to four people at a time **by appointment only** for individual workout sessions.

All fitness classes continue to be on hold for an additional 28 days. Zoom classes will continue.

Pool:

We will continue to plan to open the pool as soon as the repair has been completed.

Flu Shot Clinic:

We are very pleased to inform you that we have been successful in obtaining a few of the low dose strength flu vaccines. Unfortunately, the Ministry of Health has informed us that there is a significant shortage of supply for the high dose vaccine and are, therefore, recommending that people take the low dose vaccine as an alternative. Please contact the wellness desk to set up an appointment for your flu shot at Extension 2224.

Thank you to everyone who continues to take precautions in their everyday lives by staying home as much as possible, self-monitoring, hand washing and wearing your masks. Together we will get through this.

Natasha Murray, General Manager



COMMUNITIES SERVICES BY THE BAY LTD

06 November 2020

Dear Residents.

I am writing today to give you an update on the status of things here at The Hearthstone Club on floors two and three. As you are aware the emergency order continues to be in effect for the Toronto area as we continue to watch the number of daily positive cases increase with the highest recorded cases since the pandemic started. As a result, we continue to follow municipal and provincial guidelines in our efforts to continue to keep our community safe. The Ford government has recently released a COVID-19 response Framework which will be the guidance document moving forward to determine closures in the province.

Ford's announcement this week stated that Toronto will be opening up with intermediate measures in place as of Saturday November 14th. This is great news for us, and we are excited to have everyone join us in the dining room and gym again. Under the new guidelines the following restrictions will be in place.

Dining room:

We will be open for business with a maximum of 4 people at a table while still practicing physical distancing. Face coverings will continue to be mandatory until residents are seated at their tables. Residents will continue to be screened before entering the dining room.

Fitness Centre:

Open for business with a maximum of 8 people in the fitness classes and up to four residents using the gym at a time. Residents are still required to book a time in the gym and will be screened prior to entering.

Pool:

Unfortunately, there was a leak in the pool which has forced us to shut it down until it is repaired. The parts have been ordered and the repairs have been scheduled for next week.

Flu Shot Clinic:

We would also like to let you know that we have been trying to work with Public Health for the past three months to ensure the timely delivery of the flu shots for the upcoming winter. I am sure that you have heard that there is an unprecedented shortage of the flu vaccine. With flu season rapidly approaching we have had a number of residents who have made their way to a local pharmacy to have the flu shot administered. We are strongly recommending that if you are able to do so that you go ahead and get it done. For our residents that are not able to get out and about we will be working with The Medicine Cabinet to assist us with getting the flu shot to our more vulnerable residents. Unfortunately, we do not have a time frame on this as he, too, is having a hard time receiving inventory. We will keep you updated as we get information.

Thank you to everyone who continues to take precautions in their everyday lives by staying home as much as possible, self-monitoring, hand washing and wearing your masks. Together we will get through this.

Stay Safe everyone

N. Murray

Natasha Murray
General Manager



October 10, 2020

Dear Hearthstone Residents,

As we all know, the second wave of Covid-19 has arrived. We want to assure you we are applying what we learned from the first wave to strengthen how we respond to the second wave. We continue to watch the numbers in Ontario climb at unprecedented rates. Ontario recorded 939 new cases today, the highest number of new cases reported in a 24-hour period since the start of the pandemic. An estimated 44 per cent of recent outbreaks in Toronto have been tied to restaurants, bars, or entertainment venues.

Consequently, the government is taking action which is going to affect us. The Ford Government announced today that gyms will be temporarily closed along with indoor dining facilities in Toronto, Ottawa, and Peel Region as the province moves to put the COVID-19 hotspots into a modified version of Stage 2. In keeping with these guidelines, unfortunately Hearthstone will be closing its gym and dining room with effect from Saturday October 10th at 12:01 a.m. and will remain closed for 28 days. The province is also capping the number of people allowed to gather indoors to a maximum of 10 people. Please keep this in mind if you are making plans this weekend to see family outside of Hearthstone. We would strongly encourage that you reconsider at this time given the current situation. Mingling with family members or friends is risky, and there is no guarantee that you or a family member are free from risk. COVID-19 is invisible, sometimes associated with having no symptoms whatsoever. Toronto's top Public Health official, Dr Eileen De Villa has said if additional restrictions are not put in place quickly, the number of new infections could rapidly rise in Toronto in the coming months.

We know that this is not the best news to be receiving going into Thanksgiving weekend. Thanksgiving is a time to take pause and reflect upon the many blessings we have in our lives. This Thanksgiving, however, looks very different. Toronto, one of the hot spots for COVID-19, is at a tipping point, as Justin Trudeau is quoted as saying today, and the next 28 days could determine whether the cases continue to grow or regress.

Leaving your condominium should be for essential trips only -- work, groceries, medical appointments. PPE, especially masks, are of utmost importance. Please do not ever leave your suite without proper PPE protection, and take extra care to stay social distanced from members living in this community, as well as those you come into contact within public spaces. Establishing a habit of having hand sanitizer at your front door is one which is recommended. One can never wash hands or sanitize enough times in a day, especially after being on the elevators and in public. When entering the condominium, please take the time to sanitize your hands.

For now, we would like to ask that residents respect the COVID-19 policy of restricted access in only allowing two visitors to a suite per week. We will reevaluate this for safety effectiveness over the next few weeks and in accordance with public health recommendations. We would like to limit the traffic in and out of our condominium as much as possible. This can be accomplished by limiting deliveries and family visits.

With regards to services in the Hearthstone Club, as mentioned the gym and dining room and pub will be closed. Room delivery will again be put into place. Please call ext. 2214 or 2215 to order your meal a minimum of 2 hours before mealtime. Those who are on the meal plan will continue to receive their meals without having to place an order. Please refer to monthly newsletter for full details on how to order room delivery.

Joe will resume his on-line programming, and socially distanced programs will continue to be offered in the theatre. He will deliver several virtual fitness classes, and interactive games. Social programming will also continue with a limited capacity of up to 10 people. Please watch for a special release of an updated calendar of events to be distributed early next week.

With proper protocols in place, 3rd party service appointments will continue to be offered. Continue to make your appointments for esthetics, hair salon, massage, foot care services with concierge.

We thank you for your support as we respond to the threat of the second wave. Our team continues to work very hard to ensure that we are doing everything possible to protect our residents, team members and families.

Kind Regards;

A handwritten signature in cursive script that reads "Natasha Murray".

Natasha Murray, General Manager

HOW IS COVID-19 DIFFERENT FROM A COLD OR THE FLU?

The symptoms of COVID-19, the flu, and the common cold are very similar. It may be impossible to tell the difference between the three without getting tested.

Symptoms	COVID-19	THE FLU	COMMON COLD
Fever or chills	Common	Common	Rare
Cough	Common (usually dry)	Common (usually dry)	Mild
Shortness of breath or difficulty breathing	Sometimes	No	No
Fatigue	Sometimes	Common	Sometimes
Muscle or body aches	Sometimes	Common	Common
Headache	Sometimes	Common	Rare
Sore throat	Sometimes	Sometimes	Common
Congestion or runny nose	Rare	Sometimes	Common
Diarrhea	Rare	Sometimes (in children)	No

WHAT OTHER COMPARISONS CAN WE MAKE?

Other Factors	COVID-19	THE FLU	COMMON COLD
Onset	Symptoms typically develop 5 days after exposure, but can appear as early as 2 days, or as late as 14 days after exposure.	Symptoms usually develop from 1 to 4 days after exposure.	Symptoms usually develop from 1 to 3 days after exposure.
When can a person spread the virus?	Doctors believe people with COVID-19 are contagious for about 2 days before they show symptoms and remain contagious for about 10 days.	Most people with flu are contagious for about 1 day before they show symptoms and remain contagious for about 7 days.	Most people with a cold are contagious 1 to 2 days before they show symptoms and remain contagious as long as symptoms are present.
Is there a vaccine?	Not yet.	Yes.	No.
Approved treatments	There are currently no treatments approved by the Food and Drug Administration (FDA) to prevent or treat COVID-19	Antiviral drugs (Tamiflu, Relenza, Xofluza)	There is no cure for the common cold. Treatment usually includes over-the-counter cold and pain medications, rest, and fluids.

27 July 2020

Dear Residents,

We were anticipating hearing today that perhaps Toronto was going to be given the green light to move to Stage 3 sometime this week. We understand the press conference has now been delayed until Wednesday, and our understanding is that the reopening guidelines for Stage 3 may not be in the works this week at all. Stay tuned! I would imagine the Ontario health professionals are closely watching the stats in Toronto and feeling it not favorable to give the green light for go ahead based on potential risk.

The good news is we do have plans set in place for when Stage 3 does happen. Our team has been working to develop opening protocols to address employee health checks, use of PPE, member (resident) responsibilities, physical distancing and occupancy restrictions, operational service guidelines and sanitation.

The following is a sneak peak of what you can look forward to in Stage 3

- Fitness Centre
 - Open Monday to Friday 8:00 am -4:00 pm
 - Group exercise classes Tuesday and Thursday Mornings (Max 6 residents per class.
 - By appointment only
 - Maximum 3 residents at a time
- Pool
 - Open Monday to Friday 8:00 am -4:00 pm
 - By appointment only
 - Maximum 1 resident at a time
- Lakeview Dining Room
 - Open for Lunch and Dinner one seating (initially open to meal plan subscribers and those who depend on the dining room for every meal). Reservations for others will be considered up to and including a maximum of 32 residents.
 - Maximum two residents at a square table or two couples at a round table.
 - By reservation Only
 - Maximum occupancy of 32 residents to meet legislated mandates
 - Open for take out

- Patio
 - Open Tuesdays and Thursdays for Happy Hour with a new and exciting patio menu and yummy cocktails between 2:00pm and 4:00 pm (Days of the week will expand once the team has had a chance to evaluate, and tweak opening procedures)
 - By reservation only via our dining room reservation hotline
 - Maximum Capacity of 16 residents
- Pub
 - Will open when dining room is able to open with physical distance restrictions in place.
- Library
 - Open Monday to Friday between 8:00pm and 4:00pm
 - Library Book returns only on Mondays in designated area
- Social Clubs
 - To be considered beyond stage 3 of next phase of opening

Full, more detailed, protocols will be shared with you once we have a date to move to Stage 3.
Date of opening still yet to be confirmed based on Toronto municipal direction.

We appreciate that these measures have changed the daily life of our residents and that many are tired of the restrictions. We thank you for your patience and understanding as we use extra pre-cautions to continue to move forward. It is our preference to go slow and steady in getting our new protocols trialed and tested, so that we can continue to move in one direction – onward and upwards.

Yours truly,

Natasha Murray

General Manager



06 July 2020

Dear Residents,

As we move closer to our targeted reopening of some of the services and amenity space at Hearthstone, we need to do so bringing with it an abundance of new protocols, along with policy and procedure centering around the health and wellbeing of our staff, residents and service providers.

Our plan will be to communicate with you transparently, by department, what our new plans for a new normal look like.

As previously communicated with you, our service providers (hair salon, esthetics, chiropody, and massage) have all targeted opening dates. All appointments to be made through concierge.

Chiropody July 7th
Esthetics July 15th
Hair Salon July 16th
Massage July 16th

Next week, we will review plans with you for dining and recreation.

Attached in this information package, are the protocol requirements for each service provider. I have also included a copy of the Workplace Safety and Prevention Services Guidance on Health and Safety for Personal Services. We include it for those interested to read how very different our world, and our community will become with the various regulations in effect now due to COVID-19. There is a heightened awareness, and an increased cost associated with the need to properly sterilize workstations, and the visible mandatory presence of PPE. A word of caution for those residents travelling outside of Hearthstone for services such as nails and

hair. Although regulations are the same for all community service providers, there is an increased risk of visiting salons who have a wide community based clientele who may not have the same attention to detail to that of a retirement home standard and expectation. Please be extra cautious and aware of where you are, and the need to wear masks, and practice good hand washing hygiene to protect your health, and others living in our Hearthstone community.

Our re-opening schedule will be reviewed every two weeks to adjust or loosen restrictions further. These measures are being taken because residents are leaving the Hearthstone community to visit friends and families, shopping or running errands while interacting with the public which increases the risk of a COVID-19 infection entering the Hearthstone community. Currently group activities such as card games are not permitted in the Club.

Hearthstone residents may wish to visit neighbors in condo units or walk along the Lake, go shopping or to their bank, just please proceed with caution and continue to respect the **basic safety measures** that have kept Hearthstone Covid-19 free:

1. Stay home unless it is essential to go into public.
2. Practice frequent hand hygiene— wash with soap and water or use alcohol-based hand rub with at least 70 % alcohol concentrate
3. Physical Distancing – keep at least 6 feet/2meters apart from other people
4. Use appropriate personal protective equipment
5. Wear your mask properly by covering your nose and mouth with the mask to protect you and others from droplets.

In time, with a vaccine and following the recommended precautions, the interaction you enjoyed with friends and family in the Hearthstone Club will hopefully resume. We look forward to seeing everyone again soon. Any questions, please do not hesitate to contact me.

Yours truly,

Natasha Murray

General Manager



22 June 2020

Dear Residents,

The people are coming, the people are coming

Although Toronto was one of the last cities/regions for lifting COVID restrictions due to the case related numbers, we are so excited to be seeing the light at the end of the tunnel. Premier Doug Ford is cautiously moving forward and taking baby steps in their plans to reopen the city. Today (June 22nd) he announced that Toronto will be moving into Stage 2 of re-opening on Wednesday June 24th.

As we get back to enjoying the Hearthstone Club, we want to make sure that we do so in a safe and responsible way. There will have to be a 'new normal' in the way we conduct business. To do this, any opening of common space and gatherings of small groups will have to follow strict new protocols which will be outlined in a handout and distributed to every resident. All the regulations, and new procedures go forward will be outlined in detail to meet Provincial guidelines.

The Board of Directors has requested that the Hearthstone Club remain closed for 2 weeks' after the initial stage 2 opening in order to ascertain and determine whether the Toronto Health officials are satisfied that there has not been an upward trend of COVID outbreak in the Greater Toronto Area as a result of the openings. **The anticipated date to start re-opening will be Monday July 13th.**

1. Our wonderful service providers (massage therapy, hair salon, esthetics) are just as eager to come back to work as you are to welcome them back. When ready to return, there will be a whole new set of protocols and requirements while still providing the same great service. Physical distancing and sanitizing protocols will, without question, limit the number of appointments per day but they will endeavor to get everyone taken care of by adjusting their schedules. If all goes well, our service providers will return on the following dates:

- a. Hair Dressing Salon is contemplated to open July 16th
- b. Massage Therapy is contemplated to open July 13th
- c. Esthetics services is contemplated to open the week of July 13th

Appointments for these services will continue to be handled via concierge. I am sure there will be a long list of residents ready to sign up, so book your appointments early.

2. We have had several enquiries about our social groups and activities. Resumption of these activities will be considered on an individual basis dependent on the program. We must keep in mind that even though Toronto is loosening their restrictions there will be physical distancing mandates and group sizes that must be adhered to. There will be a mandatory sign up for all residents wishing to partake in these sorts of activities.
3. The fitness area is currently available by appointment only for one resident at a time under the supervision of Joe Moniz. Joe monitors and ensures proper sterilization procedures are performed before and after each use. We are going to look to expand this to two people the week of June 22nd. When the fitness programming is ready to return to some normalcy, we will be circulating a pamphlet of protocol and policies.
4. The patio and dining room, unfortunately, remain closed as per Premier Doug Fords directives. Patio's must have street access to be allowed to open at this point. Room delivery will continue to be an option. Grocery programs will still also be continued, as the shuttle continues to not meet social distance guidelines.

We thank you for your patience and understanding as we transition to our new normal. A package outlining all the new protocols for all areas of the club will be released before opening. We will await Board approval for our official opening day!

COVID – 19 has certainly turned the world upside down. Let's enjoy the sunshine filled days ahead!

Yours truly;

Natasha Murray

IMPORTANT FACTS ABOUT HOW THE VIRUS SPREADS



Mainly spreads from close contact with an infected person when they cough, sneeze, or talk.

ACTION: Keep a distance of 6 feet (2 metres) from others.



The virus can land on surfaces and survive for hours, but does not spread easily this way.

ACTION: Clean surfaces and wash hands often.



People are most contagious when they are sick and 48 hours before they show symptoms.

ACTION: Stay home and self-isolate if you are sick.



The virus does not spread through the air, so building residents are not at greater risk from shared vents.

ACTION: Keep distance, especially in common areas.

26 April 2020



To our Valued Residents:

It is hard to believe that we are going into our 6th week of trying to manage the Covid-19 pandemic in our community. A big thank you to all our residents who continue to take this as seriously as we do and are taking measures to self-isolate and self-monitor. Your patience, understanding and co-operation has helped keep Covid-19, to date, out of our vulnerable community.

New best practice guidelines are coming out almost daily. However, one of the most consistent recommendations is the ongoing need to self-monitor. Over the course of this journey, we have provided residents with materials to assist them with how to do this. There have since been some updates that you need to be made aware of:

1. Take your temperature daily (must be less than 37.5). Daily self-monitoring to watch for symptoms of **fever, chills, new or worsening cough, sore throat, difficulty breathing, chest pain, confusion, loss of consciousness, difficulty swallowing, diarrhea, fatigue or headaches.**
2. If you develop any of these symptoms, or are feeling unwell at all with any other symptoms, you must self-isolate immediately and contact telehealth, your public health unit and your health care provider
3. Contact the wellness team to inform them of your symptoms. They **MUST** be kept informed.
4. **Please do not leave your suite and please do not allow anyone in your suite if you are experiencing any of the above symptoms or are unwell at all.** This includes care staff, housekeeping staff and our food and beverage team. Moving forward all team members will be performing a mini health assessment of your current status to determine if it is safe to enter your suite.
5. Please, go forward, wear a mask if you have someone coming into your suite OR if you must leave your suite for any reason at all. Our wellness team are advising everyone to wear masks on elevators and in all common spaces to help reduce the possible spread. Reusable washable masks are now available from the wellness department thanks to the tireless efforts of **Gael Martin, Anne Carter and Angelo Backo** (all residents of Hearthstone by the Bay). Get yours today by calling ext. 2224. **Thank you ladies!** Teamwork extraordinaire!

Please limit the time spent outside your suite. We have made it easy for you by organizing on site grocery ordering, assistance with online grocery ordering, on site pharmacist, wellness cupboard supplies, and the ability to order food 7 days a week. Please, please for the sake of your wellbeing, and the community wellbeing, continue to respect Premier Ford and Prime Minister Trudeau recommendations to stay home and stay safe. Repeated trips outside of your suite are doing nothing but increasing odds of bringing COVID back in with you.

On the back side of this bulletin we have included some important Wellness Tips to help you further manage your environment to help keep everyone safe and healthy.

WELLNESS TIPS

Proper hygiene:

- wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food or most importantly if you have been out of your suite.
 - use alcohol-based hand sanitizer if soap and water are not available. Hand Sanitizer, however, is not a substitute for washing hands. Handwashing is the most important.
- when coughing or sneezing:
 - cough or sneeze into a tissue or the bend of your arm, not your hand
 - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
- avoid touching your eyes, nose, or mouth with unwashed hands
- Wash hands with soap and water or use alcohol-based hand sanitizer after removing gloves if you have had gloves on. You can contaminate yourself by removing gloves and not sanitizing properly.

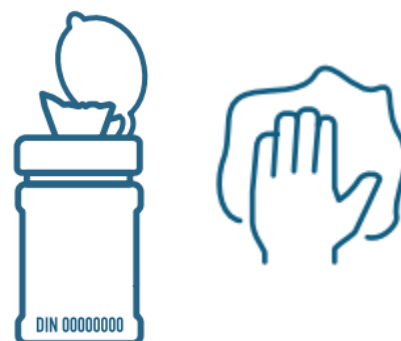
Cleaning

Coronaviruses are one of the easiest types of viruses to kill with the appropriate disinfectant product and cleaning routines:

- Use damp cleaning methods such as damp clean cloths, and/or a wet mop.
- Do not dust or sweep which can distribute virus droplets into the air. Contaminated disposable cleaning items (e.g. mop heads, cloths) should be placed in a lined garbage bin before disposing of them with regular waste.
- Reusable cleaning items can be washed using regular laundry soap and hot water (60-90°C).
- Shared spaces such as kitchens and bathrooms should also be cleaned more often.
- Leave outdoor shoes at the door, DO NOT wear them in your suite. Have shoes on hand that are for inside use only.
- If you have left your suite to go into public places, remove your clothes and wash them immediately and please don't forget shoes left at the door!

Health Canada recommends surfaces that are frequently touched with hands should be cleaned and disinfected more often. These surfaces include:

- toilets
- computers/laptops/iPad, phones, television remotes
- door handles
- faucet handles and cabinet handles
- light switches
- tables and bedside tables
- countertops
- anything coming into your suite (Groceries and deliveries)



Updates on Corona Virus can be found at:

www.canada.ca/en/public-health/services/disease/2019-novelcoronavirusinfection

Yours in good health,

Natasha Murray

General Manager, Hearthstone By the Bay