

March 19, 2020

Dear client,

We know you have many questions and concerns about the Coronavirus (COVID-19) and how the spread of this virus may impact your health and access to health care services. The Department of Health and Wellness, Nova Scotia Health Authority, home care agencies, long-term care facilities, Emergency Health Services, physicians and other care providers are working closely together to contain the spread of the virus in our province and to ensure essential care needs are met.

We ask that everyone follow recommended public health and personal hygiene practices, self-isolate if necessary and ensure that you are only using and sharing credible sources of information on COVID-19. We have enclosed a fact sheet with more information and ways you can stay informed. Together we can do our part to slow the spread of this virus, protecting ourselves and our loved ones as well as our health care workers.

We are doing everything possible to continue to provide home and community based services during this pandemic period. We are committed to working with you and your families to make sure your essential needs are met in the event that services are disrupted due to limited resources. In these instances, we will seek your support in making alternative care arrangements where possible.

During this period it is important that you and your family, care coordinators and home care workers stay well connected and informed. Care Coordinators are available to take your calls. You will notice that home care staff will be asking screening questions prior to home visits and may take additional precautions when providing care as part of our efforts to support safe work practices.

We appreciate your patience during this difficult and uncertain time. We also ask for your flexibility as we may need to change the times some of your services are delivered.

At any time if you have concerns about your services please call your agency or your NSHA Care Coordinator. If you are unsure who to call please call the NSHA Continuing Care 1-800-225-7225 Intake line.

Sincerely,



Susan Stevens
Senior Director
Continuing Care, NSHA



Paula Langille
Director, Liaison & Support
Continuing Care, Department of Health & Wellness