



Tel: (905) 631-0700

Fax: (905) 631-1824

www.hamptonterrace.ca

75 Plains Road West, Burlington, Ontario L7T 1E8

April 13, 2020

To the Hampton Terrace Family- our residents and their loved ones,

It is understandable that you are concerned during the deadly COVID-19 Pandemic. Our patients, the frail elderly with multiple co-morbidities, are especially vulnerable. With current Public Health measures in place, deaths are expected to continue to rise in the near future.

Dr. Peter Donnelly, CEO and President of Public Health Ontario has said that a “ring of steel” is required around Long-Term care homes. Testing will be done strategically to protect the elderly and the vulnerable. The Ministry of Health has issued Emergency Orders and Directives to assure the greatest safety of Long-Term care homes.

These include daily screening of all staff, restrictions of visitors, and the use of Personal Protective Equipment for all staff to protect both the residents and health care providers. All this is being done at Hampton. So far, we have done well.

Self-isolation is hard on all of us and especially for our residents and their loved ones. In an effort to combat this, staff have arranged to connect residents and their families through Skype, Facebook, and the viewing windows. If you have not participated, and wish to, please contact the staff to arrange a time.

Unfortunately, Ontario is anticipating a surge in acute cases and in reality, in spite of all the precautions; we may be visited by the virus. Ontario Health has just released a paper on The Clinical Triage Protocol for major surge in the COVID epidemic. Most Long-Term care residents, as a result, of their frailty, multiple co-morbidities, or cognitive decline, would not be eligible for intensive care under the triage protocol.

Hampton, along with other Long-Term care homes, is prepared for our residents who become seriously ill and require comfort measure and support, such as assisted feeding and hydration, temperature control, oxygen support, pain control, and comfort measures.

Should we have a surge of major proportion, it is unlikely that any of our residents would qualify for critical care. The Hospital would be acting under the triage guidelines and could only offer critical and intensive care to those most likely to survive and recover from this critical illness. Should a resident become critically ill during this period,

Caring for Individuals as Family



Tel: (905) 631-0700

Fax: (905) 631-1824

www.hamptonterrace.ca

75 Plains Road West, Burlington, Ontario L7T 1E8

it would be inappropriate to send the resident to the ER, only to have them return. Families should consider changing their loved ones medical directives to DNR, comfort measures only.

Most of you realize that your loved ones would not meet the requirements for hospital critical care. If you have any questions or concerns, please talk to the Charge Nurse or ask her to have me call you.

Working together, we will get through this!

Stay safe,

Dr. B. Chiu
Medical Director
Hampton Terrace Care Centre

Caring for Individuals as Family