

Important Update from Compassionate Touch Canada

Our Response to COVID19 April 16, 2020

First, we would like to congratulate your team in enforcing strict guidelines and keeping your residents safe and healthy! You all are the real heroes! Secondly, we would like you to know that we have been receiving many calls from clients asking us when we will be returning. We have told them that we will return only when it is safe! Many of them are distressed because they are feeling the old pains and tension returning after a month of not receiving their weekly massages. We are concerned about others who are receiving even less touch than they did before and are fighting what is known as “**skin hunger**”. This has many mental and physical ramifications. Compassionate Touch Canada can provide a cure for this problem in our **SafeTouch Program**. Studies show that 20-30 minutes of continuous, non-medical, purposeful touch, is what humans need to meet our “**touch quota**”. Our SafeTouch Program can **remedy the touch deficit** that many of our seniors are living with in a safe and controlled environment.

Our SafeTouch Program Best Practices

With the recent COVID – 19 outbreak we would like to reinforce that the safety and well-being of our clients is our highest priority. For the safety all team members and our patients we have introduced the following procedures in addition to our already high standards:

- Our practitioners and therapists are sanitizing their hands and equipment between every patient visit.
- We will be wearing masks as we work on clients.
- We are sanitizing chairs and face rests after every patient visit.
- Doorknobs, handles and surfaces are sanitized after every patient.
- Practising physical distancing as clients enter and leave the treatment room.
- Pre-screening of every individual before entrance into the room and checking with nurses and medical staff before we engage with clients in Long-term/ Complex Care scenarios.

We ask that you please do not come in the following instances:

If you are feeling any symptoms of the illness including fever, cough or difficulty breathing or if you have traveled back to from an international location. We ask that you cancel your

appointments until you are sure that you are clear. Call your nurse or Health Link at 8-1-1 before leaving your suite if you suspect you may have the virus.

We look forward to continuing to serve you and please feel free to contact us with any concerns you may have. We are always just a phone call or email away!

Thank you to those sites/residences who are keeping us in the loop with tentative plans and forecasts. Please contact us when your site/residence will be allowing medical contractors such as Compassionate Touch Canada to begin working with our clients again.

Thank you!

Sincerely,

Chonna Munnalall and Team

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