

May 22, 2020

Hello Family and Friends,

I hope you have had an opportunity to enjoy our long awaited summer weather. With the warm weather and the exciting news that our province has lifted some restrictions, there are two burning topics to share with you.

First, outdoor visits with your loved one. We have received clear direction on how we can best provide this much needed visitation. Refer to the letter addressing visitation and the form that must be completed prior to your first visit. Please ensure you read both.

Once you have submitted the form you will be contacted and future visits can and will be arranged by telephone.

Some highlights- Outdoor visits will begin on Thursday, May 28, 2020.

- An individual Elder will not be scheduled more than one (1) visit per week and the maximum is two (2) visitors at that time.
- We have arranged time slots to accommodate 54 outdoor visits per week while maintaining our facilitation of virtual, phone and window visits.
- A distance of 2 meters/ 6 feet must be maintained between you and your loved one. We will be there to remind you during your visit.
- There will be two areas fenced off at the front of the building where visits will occur.

The second thing I'd like to address is the indoor temperature. Being that it was cold still last week we were not able to start the air-conditioning units.

It must be warm outside for the company to complete the proper testing and spring start up. That said, we were able to secure an appointment time with the company and the air-conditioning units were turned on yesterday, May 21st. It's quite cool in here today.

In 2018 we had one of our air-conditioning units replaced as it had failed to work properly. This unit provided a/c to Hope Haven and Charity Road.

Knowing that the units were the same age, we did budget to replace the one that provides a/c to Faith Lane, Serenity Cove and Courage Bay this year. The current one is still working, but getting tired. The last time it took months to replace so we wanted to be ahead of a breakdown this time.

We anticipate the install of the new one in about 2 weeks. This process may take a couple days and there will be a crane on site to get it to the roof.

Please feel free to contact me with any questions you may have regarding these two topics. These communications will be emailed to you if you have provided us your email address. Please consider providing yours if you have not already done so.



Kim Rohm

Administrator

krohm@extendicare.com