

August 7, 2020

Dear Families, friends and Elders,

We have come to the end of our first week of indoor visits. It has been wonderful to see so many of you able connect again. The first 3 days 118 visitors entered our Home.

We opted for a soft start to the visits which would allow us time to work out any unforeseen issues that arise. We will continue with the 1:00 p.m. – 4:00 p.m. for the week of August 10th to 14th. In next Friday's communication we will inform you of changes that we make.

Next week we will be discussing altering visit times and off property visits. We have already had families request taking their loved one for a walk outside and we think this would be lovely. We'll work out how to best make this happen.

We also recognize that the mid-afternoon hours are not good for everyone and we need to other times available.

Just a few reminders: (Please read through the Visiting Your Loved One brochure)

- Outdoor visits should still be booked through the Life Enrichment Team. These visits are for those who wish to visit that are not the 2 designated indoor visitors
- Indoor visits require the visitor to bring and wear a face mask and eye shields. We will let you know when/if there are changes to these requirements.
- When visiting indoors there are visiting rules that must be followed:
 - o You must go directly to your loved one's suite and remain there for the entire visit.
 - o Hand sanitize when you enter the suite and exit the suite.
 - o If your loved one is not in their room on your arrival, pull the nurse call cord and a team member will bring them to you.
 - o If you need to speak to a team member, pull the nurse call cord and your conversation can happen in the room.
 - o Do not stop or gather in the halls to speak with other Elders, other families or team members.

Changing focus, the Physician/ Nurse Practitioner restrictions have been lifted. This means they are now all able to attend the home weekly again. With this we would like to announce that Dr. Kevin Saunders will be attending physician to the Elders on Faith Lane and Hope Haven. He will start later this month. He comes with a wealth of knowledge and experience in Long Term Care and has his own practice.

As always, thank you for your patience and kindness as we work through this together. Your feedback is much appreciated. We continue to keep our Elders, team members and your safety a priority.

Kind regards,

Kim Rohm
Administrator.