

October 15, 2020

Dear Families and friends,

### **WE ARE NOW A RED ZONE**

As many of you may have already heard today, with the increasing Covid cases in the city and with 9 Personal Care Homes in Covid Outbreak, Public Health has declared ALL Personal care Homes as RED ZONES.

There are a few things we would like to communicate to you:

- Up to Two (2) Essential Visitors may still be identified. Only one (1) may visit per day.
- Hairdressing Services will be suspended after tomorrow until further notice.
- Appointments off site will be for emergencies/ urgent matters only.
- New Admissions and Re-Admissions (coming home from hospital) are required to be Covid tested and isolated to their room for 14 days. We were already doing this.
- We will only accept items of necessity for the Elders (eg. Toiletries) No food or other items for their rooms that are not required.
- Life Enrichment- no large gatherings. Activities will be kept to small groups that can physically distance. This may mean less opportunity for each Elder to attend based on their interest in the activity, the amount of Elders able to attend and/or their willingness to attend at that moment. Please note that while you are visiting your loved one will not be invited to attend. The activity will be offered to an Elder who does not have family support.

A reminder that a non-medical mask **MUST** be worn on arrival and at all times while in your loved ones suite. You may remove your mask to sip a drink if you are 2 metres (6 feet) away. Goggles are highly recommended but not mandatory. Please hand sanitize often; at minimum upon exiting the suite.

Visitors are to visit in the suites only. If you require information from a team member, pull the call bell and they will come to you. Also, visitors are not to visit with other Elders or their families. Those who are non compliant with these restrictions may have their visiting privileges taken away until the restrictions are lifted.

We have heard family concerns regarding visiting hour. We were in the process of assessing our ability to expand hours and days but this is now on hold until a later date. Therefore, Essential Visitors may still visit Monday to Friday 1:00- 2:00 p.m., Monday and Wednesday from 6:00- 8:00 p.m. and Saturdays from 2:30- 4:30 p.m. until further notice.

Please ensure as an individual that you are doing everything you can to help in not increasing our Covid numbers. I know most of you are taking this as seriously as we are. Thank you!