



March 18, 2020

Dear River East Families,

We understand that this is a difficult situation, as no visitors are currently allowed into River East Personal Care Home due to COVID-19. Because of this, there is reduced communication and connection with your loved ones. The Life Enrichment team wants to be of help during this time.

The Life Enrichment team will be coordinating video chats through Facebook Messenger to help connect you to your loved one if he/she does not have a personal electronic device of their own. For this to work, family members must possess a Facebook Account and have a Facebook Messenger App installed on their electronic device.

You will have to send a friend request to **“River East (Life Enrichment)”** on Facebook. Once added, please send us a Facebook message specifying the relationship between you and your family member and to schedule a time to video chat.

We will have the following times set aside for video chats currently. If there is a high volume of interest, we will increase the video chat times:

Monday to Friday: 9:00am – 10:00am and 1:00pm – 2:00pm

Tuesday, Wednesday, Thursday *evenings*: are available upon request

We ask that video charts are limited to 10 minutes per Elder at this time so we can ensure all those who are interested have an opportunity to take part.

If these listed scheduled times do not work for you, please reach out to us with what would work better as we will try our best to accommodate your requests.

For anyone that would prefer to communicate with their loved one by telephone, please contact us and we can schedule a time to facilitate that.

Please note the Life Enrichment team is still providing small group programming to the Elders daily, with following the recommended social distancing precautions. We are doing our best to reach all Elders to provide them with social interaction through these small groups as well as one-to-one visits.

If you have any further questions, please do not hesitate to call the Life Enrichment Team at 204-668-7460 ext. 230 or email jzabudny@extendicare.com

As a reminder to families, if you are not currently on the Home’s email list, please contact the front business office to be added. This is the most efficient way to receive current information from us.

Sincerely,

Julie Zabudny

Life Enrichment Supervisor

River East Personal Care Home