

May 26, 2022

To our River East family members and friends,

We are writing on behalf of the Leadership Team to provide you with an update on Covid-19 and it's impact on our Home.

New information will be in blue font.

Below is your link to the Town Hall recording. Please share with your loved one's family and friends who are not on our email list.

Topic: River East PCH Townhall

Date: May 25, 2022 02:49 PM Central Time (US and Canada)

https://extendicare.zoom.us/rec/share/tKY9Kne5oMEKoRo5lw9qfpJMVgByUgDKkbzlld-USgPZ_bdFXZLQCqM2Xj_emlXn.Zznyxgx-lqFEdNw8

Passcode: 9B\$7yE0@

Questions that were in the ZOOM chat and not answered during the meeting:

QUESTION: Given the substantial amount of public money spent on the pod, attaching it to the building, is there not an opportunity to utilize it rather than remove it and incur addition costs putting the building back to the way it was?

ANSWER: Thank you for this great question. There was a substantial amount of public money spent on the pods. Unfortunately for us, the location and the way it was attached made it essentially an extension of our hallway to the outdoors. The pod is only 7' 2" wide in the interior. Since we have to ensure it remains an egress in case of fire, finding a use for it other than it's original intent of temporary occupancy during visitation just isn't possible. We've looked at a few options but nothing we can come up with meets fire code. Therefore, we will be having it removed when the time comes.

QUESTION: What is to happen with the pod and it's HVAC system once removed?

ANSWER: The province has not shared that information with us. They have only given us the option to keep or have it removed and our building restored to it's pre-pod condition.

QUESTION: What will happen if you are not able to recruit to Shen's position?

ANSWER: We do not anticipate not being able to fill the position. There is also the opportunity to have a student placement as we have in past years.

HIGHLIGHTS FROM THE TOWN HALL

- Upcoming projects in and around the Home
- Additions to our website- www.rivereast.ca
- Visitation changes (see below)
- Pet Policy (see below)
- Life Enrichment Programs/Activities
- Rate changes and electronic billing
- Infection Prevention & Control stats and Covid vaccine information
- Maintenance requests (see below)
- Satisfaction Survey results, Ethics & End-of-Life Committee
- Meals and Menu planning
- MB Health Standards unannounced visit results
- Provincial Patient Safety Review Team- Covid Critical Incident Review of our home

VISITATION

Hours remain Tuesday-Sunday. 1:00-4:30 p.m. and 6:00-8:00 p.m.

We are hoping to expand visitation hours within the coming weeks. The change will expand to 7 days a week and the hours will be 10:00 am to 8:00 pm.

We will ensure to communicate this to you as soon as we know a start date.

Any combination of TWO visitors at a time may visit in the Elders suite within the restrictions below.

Visitors must still go directly to and from the Elder's suite to visit and not be in any common areas at any time.

This includes the neighbourhood dining rooms, fridge and linen carts. If you require items from these areas, please press the call bell and ask a staff member to bring them to you. As always, those who continue to not comply will have their visiting privileges suspended.

PPE requirements are unchanged.

DFC – Mask and eye shield.

General Visitors – Mask

DESIGNATED FAMILY CAREGIVERS (DFC) – TWO Designated Family Caregivers can visit at the same time.

OUTDOOR VISITS – Beginning May 31st Designated Family Caregivers may use the courtyard for visiting.

There will not be a booking system so you are able to go out at any time. There are some stipulations:

- You must go directly outdoors without stopping to chat, sightsee or socialize in the hallways
- One Elder and their DFC per table or bench
- Ensure you keep your 6 feet/2 metres distance from others
- You are still required to use the PPE provided to you on arrival

Please be mindful that others may be waiting to visit in these areas. Be kind and keep your outdoor visit to an hour when others are waiting.

The Gazebo is renovated and ready as a visiting space. Please book this area through the Life Enrichment Team.

You may take your loved one out the front door for a short walk at any time during your visit. The screeners are the only ones that need to be notified. Long outings require the neighbourhood team to know.

GENERAL VISITORS – visits by appointment

TWO (2) General Visitors can visit in the Elders suite at the same time. Must remain 6 feet/2 metres from Elders.

You may book an appointment for up to four (4) to visit outside at the front of the building. The screeners will bring your loved one to you. You must remain 6 feet/2 metres from the Elder and your mask provided must be worn at all times.

SOCIAL LEAVES (Short Stay Absences)

No restriction on hours-Please make an appointment so the Team knows when to expect you to pick up your loved one.

SHARED HEALTH – COVID-19 Infection Prevention and Control Guidance for PCH

Short-stay absences are those off-site visits or leaves of any duration that are not required for essential health care services. **Residents may go on short-stay absences.**

The following is recommended:

- Physical distancing as best able
- Masks, except for when eating/drinking. Perform hand hygiene and replace masks after removal i.e. eating/drinking
- Direct travel to the destination and return to facility to minimize exposure and contacts
- If the destination is a private residence:
 - All individuals at the gathering must not have any cold/flu symptoms commonly associated with COVID-19;
 - No one present in the home should be under quarantine or isolation.

Traveling in a vehicle is a high-risk situation for both the driver and the passenger, due to the close proximity of the individuals, the air flow in the vehicle and the time spent in close contact.

When leaving the facility in a vehicle, the following is recommended:

- All drivers/escorts that will be in the vehicle must be screened before entry to facility.
- Drivers/escort(s) should be informed on how to put on and remove a mask, and the importance of maintaining physical distancing from others.
- The number of people in the vehicle should be minimized to those considered necessary.
- All residents and all drivers/escorts wear a medical mask.
- During transport, if possible, travel with vehicle windows open. Hand hygiene should be practiced often.

PET POLICY

Please contact Life Enrichment prior to bringing in a pet to visit your loved one as you must provide vaccination records before your pet can enter the home. Pets must be leashed and well behaved at all times. They can only visit with the Elder you are here to see.

As the owner you must clean up after your pet.

MAINTENANCE:

- Windows in the suites must be kept closed at all times. We can not appropriately control indoor temperatures if windows are open. Air conditioning and open windows does not work.
- Fans are still not permitted in the building. Once the Infection Prevention & Control rules change we will let you know and you can bring one in if your loved one would like. The rationale is that Covid can spread quickly if we are blowing the virus from one room to another.
- Ensure you do not leave lawn furniture on the grounds. Now that everyone can visit there is no need to keep these in front of windows for visiting. It is difficult for the grounds groomers and they will be removed and discarded.

Thank you for your ongoing support. We will continue to provide updates, and please contact us if you have any concerns.

Leadership Team
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