

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 50 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 10<sup>th</sup> to 14<sup>th</sup>. 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 have other times available.

Just a few reminders about visiting your loved one:

- 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 shield. We will let you know when/if there are changes to these requirements.
- You will be screened prior to entry, given a name tag and a disinfectant wipe. Please disinfect any item you touch in the suite.
- All items brought to the Home must be disinfected using our Infection Control Guidelines before they can be taken to the suite.

When visiting indoors there are visiting rules that must be followed:

- You must go directly to your loved one's suite and remain there for the entire visit.
- Hand sanitize before you enter the suite and before leaving.
- If your loved one is not in their room on your arrival a team member will bring them to you.
- If you need to speak to a team member, call the neighbourhood phone and a conversation can happen in the suite.
- Do not stop or gather in the halls to speak with other Elders, other families or team members.

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.