

March 15, 2020

COMMUNICATION # 2

IMPORTANT READ

Families and Friends,

We continue to closely monitor the protocols from Winnipeg Regional Health Authority and are now implementing the following measures.

SANITIZE YOUR HANDS UPON ENTRY TO THE BUILDING. If you enter thru the lower level you must report to the front desk.

WE ARE BEING PRO-ACTIVE –so we are not being put into the position of RE-ACTIVE

ESSENTIAL VISITATION ONLY

Essential visitation only please. Essential visits are Medical or Essential Care. Calling your loved one by telephone is a great way to visit. If you have supplies, please identify each package with full name and room number and drop off at the reception desk and we will do the delivery. It is advised to set up extra essential supplies at this time. **RESIDENTS SHOULD NOT GO OUT TO VISIT PLEASE.**

MEDICAL APPOINTMENTS and DAY PROGRAMS

Riverwood Square **will not be transporting** residents to any medical appointments /Day Programs until further notice. We encourage all non-urgent medical appointments to be rebooked at a much later date. If the appointment is *a necessary medical appointment (treatments etc.)* **an alternate method of transport will be required**, and we strongly urge that a family member escort to help navigate as all facilities have new protocols. *It will be the responsibility of family to make alternate arrangements.*

OUTINGS CANCELLED

All scheduled recreational “Outings” are cancelled. Shopping and banking trips are cancelled. If shopping or banking is required alternate arrangements must be made. Families can do essential shopping and as above we will deliver. Church outings are also cancelled

PRESCRIPTION DELIVERY

If you do not have a billing arrangement for prescriptions, we suggest that you make those arrangements as soon as possible. All prescriptions will be delivered to Reception where the resident can pick up. No delivery personnel will be given entry past the Reception area. This includes all deliveries- water delivery etc.

HOME CARE

In event that home care services are compromised we ask that you contact me immediately. It would be important for us to have knowledge as to why the service may have been cancelled. Please note that we are prepared to deliver home care services to our residents only if we have the resources to do so. If not-families will be advised to do so. Please contact me for further information.

204-594-1267 Direct Line or Cell 204-250-1137

SICK POLICY RESIDENTS

It has been our policy: If a resident becomes ill with cough, cold, flu like symptoms they are maintained in their room. The resident is to remain in their room until they are well enough to attend public areas. Sick menus and room service are immediately put in place. Families are notified immediately. If we feel there is a need for medical attention you will be advised.

WRHA GUIDELINES

IN EVENT OF ILLNESS-WE WILL BE GUIDED BY THE WINNIPEG REGIONAL HEALTH AUTHORITY TO DEAL WITH THE ISSUE. THESE GUIDELINES ARE IN PLACE AND WILL BE FOLLOWED ACCORDINGLY.

RESIDENT ACTIVITIES

We are practicing social distancing. We will continue to provide inhouse activities that are fun and stimulating. Exercise activities will continue as per calendar.

PERSONNEL SHORTAGES

In light of colds and flu and the extended closures to schools we will be experiencing personnel shortages. Regularly scheduled room maintenance may be disrupted but will be rescheduled as we can.

COMMUNICATION TO FAMILIES AND RESIDENTS

Please ensure that we have all contact information from families so we can continue to email updates for updates on the current situation. This document is available at the front desk and has been distributed to all Residents.

PLEASE NOTE THAT WE HAVE UNDERTAKEN EVERY POSSIBLE MEASURE TO REPEATEDLY SANITIZE AND CLEAN EVERY PUBLIC AREA. ALL PERSONNEL ARE TAKING EVERY MEASURE TO MAINTAIN A SAFE ENVIRONMENT.

WE APPRECIATE YOUR SUPPORT IN OUR EFFORTS. IF YOU ARE UNSURE OF ANY OF THESE MEASURES

PLEASE CALL. I WELCOME ANY FEED BACK AND SUGGESTIONS THAT YOU MAY HAVE.

Thank You

Linda Sherrin
General Manager
204-594-1267 Office
204-250-1137 Cell
lsherrin@riverwoodsquare.com