

Riverwood Square

COMMUNICATION # 21 July 9, 2020

Good Day! All is well here at Riverwood Square.

THE RISK OF COVID 19 TRANSMISSION FOR THE ELDERLY IS STILL VERY HIGH AND MUST REMAIN THE MAIN FOCUS FOR THE SAFETY OF ALL RESIDENTS, RESIDENT FAMILIES, STAFF AND STAFF FAMILIES.

INTRODUCING ON LINE APPOINTMENT BOOKING.

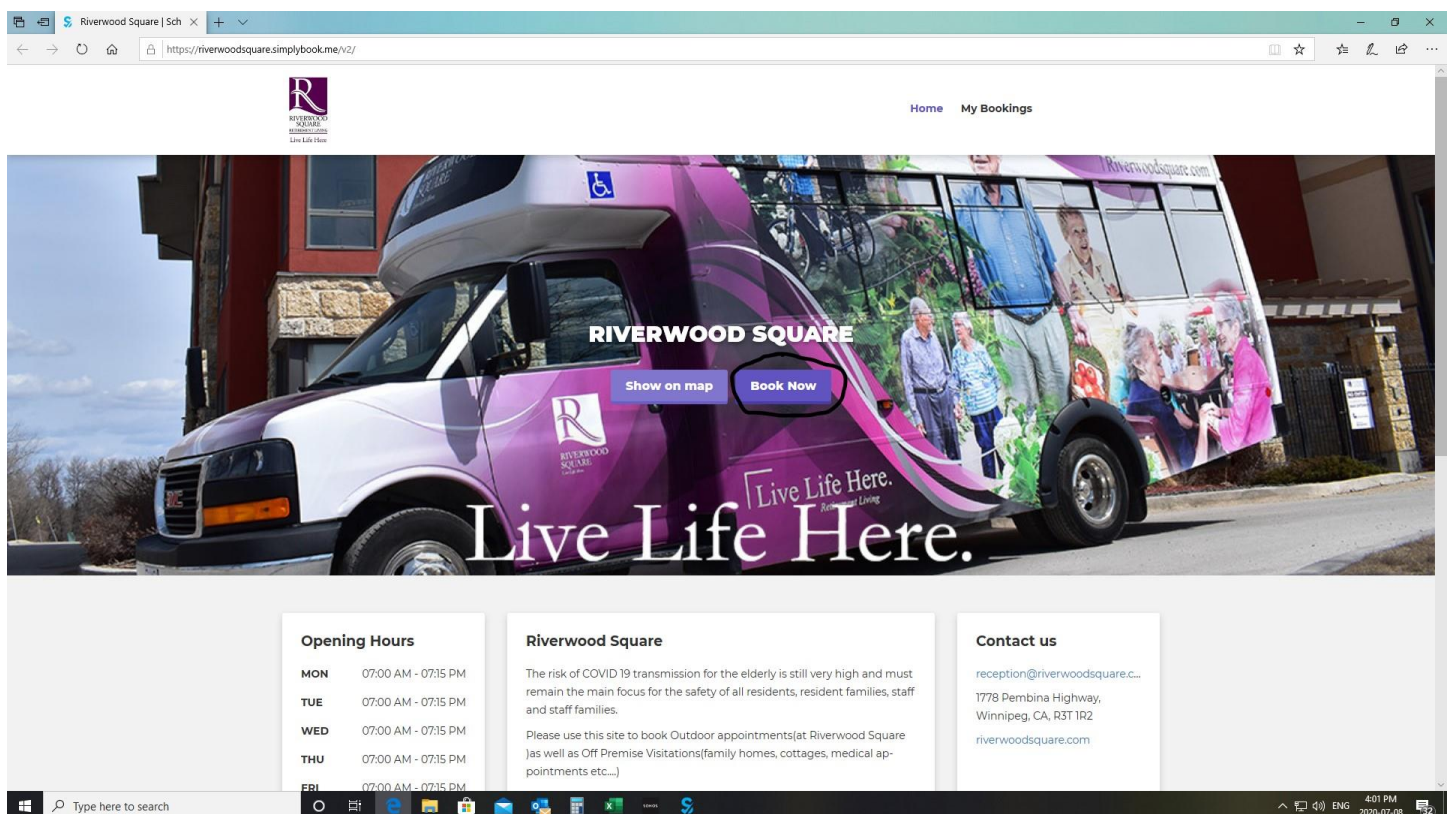
THERE HAS BEEN A HUGE DEMAND FOR VISITING AND OUTSIDE APPOINTMENTS WHICH HAS MADE THE SWITCHBOARD EXTREMELY BUSY. WE HAVE NOW HAVE ONLINE BOOKING. PLEASE GO TO OUR WEBSITE.

<https://riverwoodsquare.simplybook.me/v2/>

Click on Book Now

You can book your outside on-premise visits and as well outside booking appointments for medical, eye exams, home visits. We encourage this method of appointment making as it is very efficient and less hectic for our receptionists. Thank You

<https://riverwoodsquare.simplybook.me/v2/>



INDOOR AND OUTDOOR APPOINTMENTS

BY APPOINTMENT ONLY BOOK ON LINE <https://riverwoodsquare.simplybook.me/v2/>

Outdoor Visits will remain and *are preferred.*

PLEASE BRING YOUR OWN MASKS

We provide PPE for our residents only.

VISIT LOCATION CHANGE -WEST HARMONY COURT COURTYARD

- **Active Screening procedures: Please come to Pembina Hwy West entrance. You will be required to register on the provided form. You will be required to verbally answer the questions on the WRHA Active Screening Tool form. You must wear a mask. Please**

provide your own. Please sanitize your hands and your shoes at sanitizing stations.

Your family member will meet you at the door -we will provide him/her the mask.

- Hours of visitation: Daily from 1pm -4pm on the hour and half-hour.
- Length of visit: 1/2 an hour. Do not come early and please do not overstay. Booking slots are in high demand.
- Who can visit: 2 persons at a time over the age of 12 years.
- No pets are allowed at this time
- Social Distancing while visiting.

Window Visits-Skype-Facetime still in effect

We will continue these as well as weather may not be friendly.

- Book on line <https://riverwoodsquare.simplybook.me/v2/>

OFF PREMISE VISITATION- THE LANDING-INDEPENDENT LIVING

DOES NOT APPLY TO SUPPORTIVE HOUSING HARMONY COURT- as per Shared Health Policy

Family visits are essential to the overall well being of our Seniors. The Residents of The Landing can leave the premises for family visits preferably in your home. Please follow the safety protocols as posted by Shared Health.

- Visits should be in a family home. Limited number of persons suggested.
- Visits to the family cottage.
- Visits to restaurants, ice cream shops, donut shops or public areas **are discouraged.**
- Visits to shopping malls, hair salons, banking **are discouraged.**
- Church visits where social distancing protocols are being followed.
- Essential medical visits

<https://riverwoodsquare.simplybook.me/v2/>

ESSENTIAL INDOOR VISITS- APPLIES TO HARMONY COURT-SUPPORTIVE HOUSING & THE LANDING INDEPENDENT LIVING

“From Shared Health Document” June 24, 2020

- “is recommended a designated indoor room(s) for visitation should be identified close to entrance and visitation in patient room should only be in **exceptional circumstances.**”

We have been working with the residents and families who have clearly established the need to support and provide care to the wellbeing and health of their family member. These indoor visits to provide care in the resident’s room are to be arranged thru Linda Sherrin General Manager.

Managing screening, sanitization and social distancing for public entry is not feasible at this time.

We are developing an area to enable indoor visitation. The visiting space will be socially distanced and strict sanitizing processes will be in place. We hope to have this area open shortly.

Please call or email me if you have any questions. 204-275-7632 or lsherrin@riverwoodsquare.com

Thank You for your support. Stay safe.

Linda

Linda Sherrin
General Manager