

UPDATE Communication 38

November 08, 2020

Dear Families, Residents and Staff,

EVERY ONE IS WELL AT RIVERWOOD SQUARE-

We continue to provide as much activities as we can in small groups. We understand the importance of social engagement and physical activity. Our website booking page has been updated to enhance social media visitation. Zoom is not user friendly for us to facilitate so Face time and Skype are preferred-please and TY.

We have added an enhanced Social Media tool that we will be launching this week. Stay tuned for more info.

We are one week into the Critical Restrictions and the numbers of infections are still very problematic. Therefore, we will continue this week with visitation as outlined below.

It is more important than ever that we follow the direction of public health and stay home.

VISITATION

- Please call your loved one by phone. Please arrange skype calls and face time on our web site.
- We will not be 'visiting' in person at this time.
- **BECAUSE OF RED** Essential visitors are allowed however only when cleared every time by me, Lindsay Girouard or Janice Hebb
- Send your loved one treats. **CODE RED procedure.** Ensure that the treats are in a container that seals the food completely so we can sanitize. Do not use plastic wrap. Fully enclosed cardboard box preferred or labeled Tupperware.
- **CODE RED Procedure:** NO PLASTIC BAGS FOR DROP OFFS- CARDBOARD OR PLASTIC CONTAINERS WITH YOUR NAME ON IT
- **Flowers – in vases only- no paper wrap please.**
- We need donations of magazines, word search books, puzzle books, craft items, knitting, etc etc. Thank you!!

OUTSIDE APPOINTMENTS -THIS SHOULD BE VERY SCRUTINIZED NOW THAT WE ARE IN RED ZONE IF THE APPOINTMENT CAN BE MADE IN A FEW WEEKS-CHANGE IT.

- **OUR SHUTTLE WILL NOT BE ACCOMODATING APPOINTMENTS.**
- Only essential outside appointments should be kept. That would be medical, dental- appointments that affect health and wellbeing. Family needs to transport and escort for safety.
- Foot Care Nurses need to be approved by Manager.
- Dyna Care should be utilized for blood work

STAFF IT IS MORE IMPORTANT THAN EVER TO BE CAREFUL AND WEAR YOUR MASKS AT ALL TIMES AND SOCIALLY DISTANCE>

- Staff are NOT ALLOWED to come to work sick
- Staff are to self-monitor for all symptoms
- **Symptoms can include new onset of:** Any one of: Two or more of the following:
 - fever • cough • sore throat/hoarse voice • shortness of breath • loss of smell or taste • vomiting or diarrhea for more than 24 hours • poor feeding (in an infant) • runny nose • muscle aches • pink-eye • fatigue • headache • skin rash of unknown cause • nausea or loss of appetite
- IF YOU HAVE ANY OF THESE SYMPTOMS CALL YOUR MANAGER IMMEDIATELY!!
- YOU WILL RECEIVE INSTRUCTIONS AS TO NEXT STEPS.

- We will update frequently as we go thru the RED Restriction as there are daily changes that come from Shared Health.

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- Please be assured that we are and always will be transparent to all with all situations with residents, staff and families.

Again, I thank all of you for your support as we navigate thru this time. Please call or email if you have questions.

Thank You

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