

UPDATE Communication 39

November 18, 2020

Dear Families, Residents and Staff,

EVERY ONE IS WELL AT RIVERWOOD SQUARE- REALLY WELL!!

It is really important that families can engage with their loved ones. We have added an enhanced Social Media tool that we are launching this week. This media is virtual and interactive “ZOOM” – that can be used in groups or for one on one visits for special occasions. You will receive ‘invites’ for activities that you sign up for to participate in groups. The one on one we are developing for special days like birthdays where a family group can celebrate together. If you have special occasions coming up please send an email to briant@riverwoodsquare and we will plan the party with you.

We have some special plans coming up to celebrate the holiday season with family.

On a technical note: It is really important that when you are booking skype/facetime calls that your information that is supplied is correct. Please note that these calls are facilitated by staff that are not “technology wizards”. It is our house companions that facilitate the calls as they would a telephone call.

IT IS MOST IMPORTANT IS TO BOOK THE DAY BEFORE PLEASE!!! THERE IS A LOT OF PLANNING IN ORGANIZING THE VISITS AND IT IS VERY DIFFICULT TO ACCOMMODATE LAST MINUTE SKYPE CALLS. THANK YOU!!

Thanks to all for all the drop offs of activity supplies. We are so appreciative of all the donations and we are really good with all supplies. (We have enough yarn now for a hundred kittens to play with well into eternity 😊)
Again-THANK YOU.

A reminder to all that we have a little ‘store’ for the residents. We have toilet paper, Kleenex, many varieties of chocolate bars, gum, Hand Soap, Vitamin D, Soft drinks, bottled water and more.

We thank you for all the wonderful comments you have been sending our way, they mean a lot to all of us! In the next few weeks we will be partnering with CJNU radio station to record some informational pieces around Riverwood Square. We are calling out for family members who would be willing to record a live testimonial. If this is something that you would be willing to take part in please email Heather at hmalaz@riverwoodsquare.com.

We are weeks into the Critical Restrictions and the numbers of infections are more than problematic. Therefore, we will continue 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
SOCIALY 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.**

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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