

March 20, 2020

COMMUNICATION # 4 IMPORTANT READ

Families, Friends, Staff Associates

STATE OF EMERGENCY announcement

Does not affect anything here at RWS. We remain under the direction of WRHA.

Bingo will not be cancelled 😊

WELLNESS

All our residents are well!!!. We have no signs of colds or flu!!! They are missing family of course so here's things you can do.

- Send an email: Write an email and send to reception@riverwoodsquare.com We will print and deliver to your loved one
- Skype: We now have Video Calling thru Skype available. If you would like to use this for chatting to your family member, please email reception. You will receive an email back with instructions. We are using 'first come-first serve' for scheduling time.

HOME CARE & NURSING SERVICES

If you are contacted by home care or nursing services with service cancellation, please contact us as soon as possible so we can help facilitate services. LANDING: Call: Linda Sherrin 204-594-1267 Carries Franck 204-594-1260

Harmony Court: Lindsay Girouard 204-594-1258 Carol Richardson 204-594-1259

We are also hearing from families concerned about hygiene and laundry for their loved one. Please contact us so again, we can facilitate arrangements for you.

HAIR SALON

The hair salon will be closing for TWO WEEKS starting Tuesday March 24th. We will advise the date of opening when it is confirmed with Debbie.

SCAMS and FRAUD

We are aware of many scams and fraud and have provided our residents with "Beware of" We would appreciate if you could also include this issue in your conversations.

WE APPRECIATE YOUR SUPPORT IN OUR EFFORTS. IF YOU ARE UNSURE OF ANY OF THESE MEASURES PLEASE CALL ME. 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
lserrin@riverwoodsquare.com

Communication # 3 previously sent March 18 2020

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

The doors to Riverwood Square are now closed 24 /7. To gain entry please use the phone located on the wall for entry.

Riverwood Square Retirement falls under Long Term Care status protocols of W.R.H.A.

"Public health officials are recommending the immediate suspension of visitors in long-term care facilities across Manitoba. Exceptions for compassionate reasons or end of life will be made on a case-by-case basis at the discretion of individual facility managers."

Please refer to Manitoba Government Website News Releases Bulletin # 17

<https://news.gov.mb.ca/news/index.html?item=47017&posted=2020-03-17>

ESSENTIAL VISITATION ONLY RESIDENTS SHOULD NOT GO OUT TO VISIT OR ATTEND UNNECESSARY APPOINTMENTS

Essential visits are Medical or Essential Care. We ask that if there are essential appointments or clinical visits that you contact Linda Sherrin General Manager 204-275-7632 for discussion so we can maintain safety protocol policy.

SUPPLIES

No one knows how long this shut down will last. We are asking all families to up their supplies to their loved one. We encourage doubling what you currently have in place (Harmony Court & Landing). Bottled Water laundry soap, hand soap, shampoo, incontinence supplies etc. Please identify each package with full name and room number and drop off at the reception desk and we will do the delivery.

FUN SUPPLIES-It's a long day for our Senior's so drop off some treats too!!! Cookies, Chocolate, sweets, magazines, word books etc

We are currently establishing Face Time so the residents can communicate with family. We will update as soon as we have the program in place.

RESCRIPTION DELIVERY

CALL YOUR PHARMACY AND HAVE EXTRA PRESCRIPTIONS AND NON-PRESCRIPTION ITEMS DELIVERED.

If you do not have payment methods in place via credit card 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.

STAFF SHORTAGES and HOME CARE SHORTAGES

We are currently being pro-active in monitoring staff shortages with the announcement of day care and school closures. All staff that may be affected are being asked to seek out their resources to manage thru the next few weeks so we can schedule accordingly.

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. Please contact me for further information.

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

Regularly scheduled room maintenance and housekeeping may be disrupted but will be re-scheduled. Sheets, towels will be delivered to rooms as needed if necessary.

REMINDER -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. (OVER)

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.

SOCIAL DISTANCING

We are practicing social distancing with staff and residents. We will continue to provide inhouse activities that are fun and stimulating. Activities will continue as per calendar- except for entertainers coming in.

COMMUNICATION TO FAMILIES AND RESIDENTS

To stay informed families should be checking the government websites at least twice a day for current bulletins being released as things can change hourly.

<https://www.gov.mb.ca/health>

<https://sharedhealthmb.ca>

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 has been distributed to all Residents.

PLEASE NOTE THAT WE HAVE UNDERTAKEN EVERY POSSIBLE MEASURE TO REPEATEDLY SANITIZE AND CLEAN EVERY PUBLIC AREA. BY MAINTIANING HIGH STANDARDS **EVERYONE** Residents and Staff WILL REMAIN SAFE

WE ARE MONITORING STAFF, DELIVERY PERSONNEL AND SERVICE ATTENDANTS WITH STRICT MEASURES AROUND SANTIZATION AND DECLARING WELLNESS.

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

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