

UPDATE Communication 41

November 28, 2020

Dear Families, Residents and Staff,

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

Dear Families, Residents and Staff,

Thank you to all of you that responded to the homecare issue that created risk to Riverwood Square. I had a very meaningful meeting with WRHA expressing our concerns. We have been able to reduce a significant amount of outside traffic however not all. There are VERY strict protocols with PPE in place. We continue to monitor closely. Again your support is most appreciated!!

The time of giving.

Many residents and families of Harmony Court and The Landing have asked what they can do for the staff during holiday time.

It is the one time of year that we can allow cash gratuities for staff. Again, this year the Resident Council of Riverwood Square has also made this request for us to facilitate. Please note that this is solely at your discretion to donate and there is no obligation at all. Monies are distributed to all of those who participated in the services to the seniors- Reception, Drivers, Maintenance, Kitchen, Dining Room Servers, Companions, Housekeepers etc. The only way that we can facilitate this is by 'cash'. Checks do not work as we have no way to 'cash' them. Nonmonetary gifts are also very appreciated.

If you should choose to donate, please address to my attention, and indicate on the envelope either Harmony Court or The Landing. Please do not indicate amounts on the envelope.

We thank you in advance as it is most appreciated by our staff.

Please check out the December Calendar as there are many events planned to facilitate family interaction and participation thru this Holiday Season.

Please book your virtual visits well in advance as it will be very very busy for us to facilitate.

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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