

March 27, 2020

COMMUNICATION # 5 IMPORTANT READ

Families, Friends, Staff Associates

COMMUNICATION FROM GENERAL MANAGER – LINDA SHERRIN

THIS WEEK I WILL BE CALLING FAMILIES PERSONALLY AS I WANT TO BE PROACTIVE IN SHARING OUR STRATEGIES AND POLICIES DURING THIS UNPRECEDENTED TIME.

SOCIAL DISTANCING

We are practising social distancing at Riverwood Square. We have put every measure in place for all staff to practice social distancing. There are strict policies in place around work attendance if ill and practising safe hygiene of hand washing etc.

We are also practicing safe distancing for the seniors as well. We are currently implementing the following:

DINING Our goal is to have only two persons at a table for a sitting.

- Two seating's for Lunch and Dinner
- Lunch seating's will be at 11:15AM & 12 Noon.
- Dinner seating's are 4PM and 4:45 PM

All residents that have homecare in these seatings will remain on their homecare time plan. Resident's will receive a 'time card' to remind them of their dining time. There has been discussion with the residents about these changes.

ACTIVITIES

- Exercise will be scheduled in two time slots with a limit on the number attending the time slot. It will also be in two locations. Theatre and the lower level.
- More small group activities are being coordinated with smaller numbers to allow more distancing
- Our Health and Wellness Directors have arranged Sunday Services for the resident's via the internet.

ANNOUNCED TODAY March 27, 2020

As authorized under The Public Health Act, the following measures will be in place, effective 12:01 a.m. on Monday, March 30. Public gatherings will be limited to no more than 10 people at any indoor or outdoor place or premises. This includes places of worship, gatherings and family events such as weddings and funerals. This does not apply to a facility where health care or social services are provided including child-care centres and homeless shelters. Retail businesses including grocery or food stores, shopping centres, pharmacies or gas stations must ensure separation of one to two metres between patrons assembling in the business. Public transportation facilities must also ensure that people assembling at the facility are reasonably able to maintain a separation of one to two metres.

RESIDENTS RETURNING FROM HOSPITAL OR MEDICAL APPOINTMENTS

Resident return from hospital or medical treatment will be required to stay in their room for 24 hours. Room service will be implemented. Please contact us for details.

SUPPLIES

Due to COVID- 19 we are experiencing shortages of important sanitizing items as well as personal protective equipment. (PPE). We make daily to contact to suppliers in effort to order the items we need. Due to the shortage we are seeing inflated pricing on many items - including food. This has prompted a Service Increase Notice that you will be receiving via mail in the next week.

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

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