

April 02, 2020 COMMUNICATION # 7
IMPORTANT READ

Families, Friends, Staff Associates

Further steps have been taken to socially distance Harmony Court residents. We are setting up alternate tables for dining and also if they would like to eat in their rooms they can. Activities are being implemented - but limited as many days as we have staffing issues due to families with children- no day cares etc. The recreation team is working hard at in house activities and will definitely have them outside in small groups once Winnipeg Winter decides to take a holiday. Please continue to help by calling your loved ones and booking Skype calls. Once the weather is good we will be window visiting in the 'link' and parking lot. More to come.

With the latest development of the virus being community spread 'person to person' we have incorporated stricter monitoring of home care, nursing and staff entry- as required by Long Term Care WRHA. Please take the time to monitor at least twice a day - Shared Health Updates. Staying informed with day to day changes is important as Riverwood Square is under the umbrella of Long Term Care BECAUSE we have SUPPORTIVE HOUSING- so Independent Living THE LANDING benefits from these requirements. NOTE: WE BENEFIT FROM THIS RELATIONSHIP.

In a recent communication I advised that a Service Fee Increase is required, and YES it is required. Please remember that we ARE NOT a CARE FACILITY. We deliver services, food, housekeeping etc. So we have stepped up. Now we are delivering care 24/7. As stated earlier- we are under the umbrella of LONG TERM CARE and IT IS A BENEFIT as other assisted living buildings are not. Health Care Aids are now on site 24/7. MORE CARE

So we are now asked to supply - CARE - Sanitizer, Gloves, Face Masks, Gowns, Eye Wear and more - PERSONAL PROTECTIVE EQUIPMENT (PPE) . This has NEVER been incorporated into budget. AND we are at the mercy of shortage of supply and unbelievable pricing to obtain. Short staff means many hours of overtime (people giving up time to care for your loved ones and leaving their families to care for yours.

Our Health Care Aids are supplying care to all residents of Harmony Court and Landing Residents because Home Care is also devastated - so our staff and Managers are stepping up.

I apologize to you of those that I cannot call back directly, and I hope this correspondence explains your concerns.

Again, we appreciate your emails of support. Take Care everyone - Stay Safe and Be Well!

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