

Riverwood Square

COMMUNICATION # 8 IMPORTANT READ April 5, 2020

Residents, Family, Friends and Riverwood Staff

We have a few updates,

Every One is Healthy!

Home Care

We are expecting that Home Care will be impacted by the COVID 19 virus and staffing will be of huge issue. We want to be proactive and be prepared. We need to know the Residents who currently receive Home Care services so we can step in as needed. This information must come from **you** as WRHA respects PHIA- (Personal Health Information Act). Please advise via email lsherrin@riverwoodsquare.com or call at 204-594-1267. It would also be important to know nursing services as well- we have access to our Nurse Practitioner who could lend direction if there were an issue. Residents, please ask for Carrie Franck and she will record your Home Care /Nursing services.

We were advised that Home Care must wear protective masks when they attend the building effective immediately. This is a safe guard for all- for them, you and the staff. IT DOES NOT MEAN THAT ANY ONE IS SICK

As in previous communication we advised that we are now delivering food to the residents in their rooms . This is being encouraged in Harmony Court as well as Landing. If you have a TV tray or folding table that you could drop off for your loved one please do. Please label it so we know where to deliver it. Thank You!

The Hair Salon is closed indefinitely as per the Provincial Closure Notice this week. We are working on a plan to help facilitate hair grooming for our residents and will update as soon as we have a plan.

Meal Delivery

Dear Residents,

Three meals a day-210 residents- a challenge. We are able to deliver dietary requests-no problem. Please bear with us at this time as it is very difficult to meet 'special requests/alternatives'. Delivery also takes time as well, so please be patient. If you did not get your meal, please call Reception and they will follow up. It is important that you come to the door (for those who are able)as this is also the time where we can do our resident check that all is good. Continue to put your garbage outside your door for pick up.

Starting on Monday, we will have a designated 'snack' pick up in the theatre. You will receive your "pick up schedule" on Sunday Night with your supper delivery. **This will be managed with social distancing at all times.** There will be a variety of beverages, healthy snacks, fresh fruit (bananas, oranges, apples, grapes) and as well a daily 'treat' table...cup cakes or cookies and such. We will deliver to those residents that are unable to come down.

Housekeeping

The housekeeping schedule will be altered a bit as now we are emphasizing more sanitization on the floors as this is where the residents are doing more socializing. We are sanitizing hand rails, the door knobs, washing machines and the 'table ledge' etc.

Thank You again for all the kind words and messages. We share with the staff and they are very appreciative. Stay Safe. Practice Social Distancing, Be well.

Thank You

Linda

204-594-1267

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