

COMMUNICATION 55 April 28, 2021

Families, Residents & Staff

VISITATION

With respect to the latest Public Health Orders, we will NOT be affected in outdoor visitation policy and will continue to facilitate outside visitation. However, there are policies that must be adhered to so that all can have a safe visit.

Important Notes

- All visits are to be booked on the Riverwood Square website. Reason: This is to facilitate our staff to get your family member to the visit site. Showing up without a scheduled visit is problematic as it takes time to prepare a senior to attend the visit.
- Please adhere to your visitation time. It's a 30-minute visit and others have booked the space.
- Non-scheduled visits take up assigned space for others that did book in advance.
- Calling Harmony Court directly and asking companions to bring the resident down without a scheduled visit is not permitted. Companions cannot leave the house as it is a safety issue for other residents.
- Scheduled visits are *required as by law*, we must do Contact Tracing for Covid protocols.
- It has been noted that many visitors are not wearing masks and not maintaining social distancing during the visit. People are also sharing food and beverages. Please note that these policies are from Public Health and if the rules are not followed it could result in outside visitation being halted. Please do your part. The safety protocols are necessary as it is still unknown as to how much protection any of us have with the variants. *There are cases now that people have had their full vaccines but have contracted the variant and have become very ill.* An inspection from a Public Health Inspector would result in the closure of outside visits.
- Upon arrival, please call the receptionist via the lobby phone or your cell.
- DO NOT ENTER THE BUILDING PLEASE. Always remain outside, please and thank you.

PARKING

- Our parking has been impacted by unauthorized vehicles parking on our lot. You will see signs soon that indicate that tow away will be enforced. Please see on the website booking space that your licence plate is required to be noted. There is also a space on the Contact Tracing sheet for your plate number. Please make certain you register your plate please.

MOTHERS DAY

- The biggest day of the year to say the least. With the Public Health Orders, they **will not be able** to visit your home. Our Health and Wellness Team have amazing plans to facilitate Mothers Day Weekend for both family and residents.
- Gifts and Flowers- Flowers **MUST** be in vases please!! We need to sanitize. Gifts need to be packaged so that they can be sanitized as well. Clearly identify on the package the resident's name and room number please.

RIVERWOOD SQUARE TUCK SHOP

- Along with the usual items H2O, Chocolate bars, Gum, Soft Drinks, Toilet Paper, Kleenex, and Bar Soap, we also have available:
- Vitamin D3 1000
- Inventory of incontinence products various sizes at reduced cost.
- Inventory of Bed Rails, Bath Seats, and Toilet arms rests- at reduced cost.
- Inventory of next to brand new used walkers at reduced cost.

As usual, Call or email if you have questions and suggestions. Stay Safe!!!

Please respond to my email and not Heathers TY

Linda

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