



Riverwood Square

COMMUNICATION 75 Nov 23, 2021

Families, Residents & Staff

Staff Shortages- Home Care Personnel

As many of you are aware, homecare is short staffed which is causing a lot of missed homecare visits to our residents. Families are called to advise of the missed visit and are expected to attend. Families call us and ask for us to attend and provide the service. The number of calls that we are receiving has made it necessary for additional staffing. Moving forward we will be implementing minor service charges to offset the additional expense. If you request services from Riverwood Square, please contact Carrie Franck 204-594-1260 or Manager on Duty and you will be advised of the service fee.

I encourage families to seriously inquire about **Self and Family Managed Care** from your case coordinator. The program would put all the care in our hands- (no missed visits) and consistent same persons attending to the care. We often hear how uncomfortable our seniors are with different workers coming and going.

Please call me if you would like more information about Self and Family Managed Care and the services that we provide.

Holiday Gratuity

The holiday season is rapidly approaching. The Resident Council on behalf of the residents has requested that we accept cash gratuities as a thank you for the staff of The Landing and Harmony Court. Gratuities are collected and distributed to the staff. Monetary gratuities must be cash only as we have no way to cash checks. Please address the envelope to Linda Sherrin and clearly identify if it is for Harmony Court or The Landing. We thank you in advance and it is most appreciated.

Safety for All

We are all weary of Covid and all things that come with it. Wearing the mask, dropping the mask, sanitizing our hands etc. BUT ITS IMPORTANT- The current numbers of infections are all too real and that means RISK. Please, when you visit- always wear your mask. Please sanitize and screen when you enter. We also ask that you do not attend public areas Bistro or Fireside Lounge for visits with any food or beverages please. The fourth wave is serious, we MUST remain vigilant. We need to keep up the fight.

Thank you for all the support. Call if you have questions or concerns 204-594-1267.

Linda Sherrin
General Manager
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204-594-1267
For your understanding