



Riverwood Square

Communication 79

Dec 29, 2021

ALL ARE SAFE AND WELL AT RIVERWOOD AT THIS TIME!

CHANGES TO VISITING

Please note the following changes to visiting at Riverwood Square for The Landing and Harmony Court **EFFECTIVE IMMEDIATELY:**

- All residents are allowed 2 Designated Visitors.
- Only one designated visitor is to visit their loved one at a time.
- No children or pets are to visit at this time.
- Designated visitors must be vaccinated and provide proof of vaccination. We are trusting that all those eligible should have their 3rd booster.
- Visiting is NOT allowed in any public areas. Visits are to be in the resident's room only.
- Masks are to be always worn by both parties. Social distancing is highly recommended.

MEDICAL APPOINTMENTS

- **We ask that residents do not leave the facility** unless it is for ABSOLUTELY NECESSARY medical or wellness appointments. If you can reschedule your appointment to a later date that would be preferred. This would include home visits.

REGISTERING DESIGNATED VISITORS

Please email the names of your 2 designated visitors to the below contacts only. PLEASE DO NOT CALL IN THE INFORMATION. Many of you have previously registered your designated visitors. If your information has remained the same there is no need to contact us. If there are any changes, please notify the correct contact listed below with the updated information.

The Landing - CONTACT - Carol Richardson (Office Manager) crichardson@riverwoodsquare.com
Harmony Court – CONTACT – Janice Hebb (Resident Service Manager) janiceh@riverwoodsquare.com

HEALTH & WELLNESS

Activities will continue but will be done in smaller groups on individual floors with social distancing practices. Residents are to remain masked at all times while in public areas.

RESIDENT SUPPLIES

Supplies may be dropped off at the front doors. Please put in cardboard boxes (no plastic please). Please make certain that the parcels are addressed in large print with name and room number.

Basic supplies can also be purchased by landing residents or designated visitors from the front desk. Items available are Toilet paper, Kleenex, Boost, Water, Chocolate bars, Gum, Halls Cough Drops, Vitamin D, and Dove Bar Soap.

STAFFING

With the high COVID numbers staffing shortages are **POSSIBLE**. Families may need to assist with resident care. If this was required, we would contact the designated visitors by phone.

REMINDER

It's important to recognize that with the rising numbers the hospitals are in crisis. People are being sent to alternative rural hospitals. Seniors are the most vulnerable.

IMPORTANT: If your loved one should go to hospital and has been released - family must call ahead to advise of the return. Family must provide the 'restricted code' that the hospital is in, Green, Yellow, Orange, or Red. Please call reception and the Manager on duty will be advised.

Thank you for all the support. If you have questions or concerns, please email lsherrin@riverwoodsquare.com, leave voicemail 204-594-1267.

Linda Sherrin
General Manager
lsherrin@riverwoodsquare.com
204-594-1267