Family Information Update – August 13, 2021

It has been wonderful to see everyone enjoying their visits in the Veterans Centre.

In light of increasing cases of COVID-19 in the community, we remind you our screening and expectations for visiting remain the same. You will continue to be asked to show proof of your vaccine status or a negative PCR COVID-19 test result each time you visit.

Wearing a mask during your visits is essential at all times

It is important that you wear your mask at all times during your visits, both indoors and outdoors. Your family member may enjoy food and beverages during your visit, however you must take your refreshments outside of the facility and K Wing garden. You may not share food in the gazebo during special events.

We are having to remind people regularly to wear their mask, especially in Sunny's and the K Wing garden. As COVID-19 cases continue to climb in the community, wearing of masks continues to be an important safeguard for us all.

Visiting hours from 11:00 am – 8:00 pm

You no longer need to schedule your visits but you must respect the wishes of our residents and abide by their visiting hours of 11:00 am – 8:00 pm.

We will no longer allow family members to visit prior to 11:00 am. If you approach the screener prior to this time, you will be directed to wait outside of the building. If you take your family member off site, they must return by 8:00 pm; this is to support their care plans.

Your care team will discuss visiting if your family member is approaching death. Two visitors at a time can support a family member during this time.

Virtual programming and SMART televisions on the care units

During this time of change we have seized the opportunity to upgrade the televisions in the resident lounges on all of our care units. These televisions will present many new viewing opportunities for travel experiences, entertainers and much more.

You will find attached our first Virtual Schedule of programs that may be viewed right on the resident care units.

Access cards for the care units

As of August 16, 2021, you may pick up access cards in the Resident Accounts office in K wing to allow access to the care unit, elevators and entrance. <u>The attached documents contain all of the details for you.</u>

K- Wing Garden

We know everyone wants to spend time outside during the summer, and our garden is truly a great place to be. The garden is open daily for our Veterans and family members to enjoy. In the case of inclement weather or if the temperature exceeds 36 degrees C (feels like), the garden will be closed for resident safety. There are occasions when some may not recognize symptoms of overheating.

Thank you for your continued support.