

July 14, 2020

Dear Elders and Families,

Along with the changes of beginning indoor visits (for those that meet the criteria), our outdoor visit schedule/virtual visit schedule has been reviewed and adjusted.

Due to the high demand and the time these visits take, Elders will receive **no more than one** outdoor/indoor, phone, window visit, or virtual visit per week. This is to ensure that Elders receive a visit a minimum of every two weeks.

To try to alleviate the confusion of having to book each week, for the month of August we will be booking the entire month at a time. With that being said, we will be taking bookings for the month of August from **Wednesday, July 22nd – Sunday, July 26th**. Please email or call with requests, which must include the preferred date(s) and approximate time of day (afternoon or evening).

To streamline our booking process, all bookings now must be made by the POA or a family designate instead of each family member calling for their own appointments. We ask that you include all dates for the month of August in a single request. Please note, you are not guaranteed your preferred times and/or frequency of visits as we wish to ensure all Elders have access to the in person visits.

Appointments will not be confirmed right away as requests will be taken and we will get back to you between July 27th and 31st.

Our virtual visit/phone/window visit schedule will now only be Fridays, and will be reserved for Elders that do not have a visit of any other kind booked for that week.

Our outdoor visit schedule will be as follows:

Monday – afternoon

Tuesday – afternoon and evening

Wednesday – afternoon and evening

Thursday – afternoon

Saturday - afternoon

Our indoor visit schedule will be as follows:

Tuesday to Thursday – at the 3:40 time slot

Thursday – evening

We are providing 80 visits per week.

We hope that this system of booking will work well for all our Elders families and friends.

Kind regards,

Kim Rohm, Administrator for The Life Enrichment Team