

July 27, 2020

Dear Elders and Families,

As mentioned last week on Friday, Manitoba continues to move forward in “Restoring Safe Services” in our province in dealing with the COVID pandemic. Last week, Government of Manitoba released their plans for Phase 4 -which has included changes to visitation in personal care homes. Our Home is committed to protecting our Elders and staff in these uncertain times. The reality for all Manitobans has become learning to live with the risk of COVID-19 circulating in our province.

River East Personal care Home has to balance between preventative measures and recognizing the important role and ongoing connection with family in the health and well-being of your loved one.

River East is committed to restoring visitation in our Home in a safe manner – visitation in our Home will occur in phases. Phases will be reevaluated and all changes will be communicated to you by our Team.

Elders are allowed **two** designated family care givers who provide support to their loved one to come in to the Home. Designated family care givers can not be changed or rotated amongst other family members – the identified designated visitors are assigned only to their loved one. All families must fill out the attached form and return to the Home as soon as possible. No family member will be allowed entry in to the Home until the form is returned to us. In addition if an Elder has more than the assigned two designated indoor family care givers – all other family/friend visits will be scheduled as outdoor visits and must be coordinated through our Life Enrichment team. You will be required to indicate the names of the outdoor visitors on the attached form. Due to the recent changes being made we are rebooking all outdoor visits that have been made after August 1, 2020. If you should require an outdoor visit the week of August 4-8th, 2020 we are requesting you re submit your request as soon as possible.

River East will open our doors on Tuesday August 4, 2020 from 1-4pm. No appointments required for the designated family care giver. Over the next two week period our visiting times will be Monday-Friday 1-4pm. We will reevaluate our visitation hours on August 18, 2020.

A reminder that these indoor visits are for only the designated family care givers you have identified on your form.

If there is a line up waiting to come in to the Home you must social distance 6 feet from another while waiting entry.

When coming in to the Home the following must occur at each visit:

1. You must self screen before coming to visit. You will be screened when you arrive which includes answering the screening questions and having your temperature taken. If you fail the screening you will not be permitted to visit. **If you are feeling unwell you must not visit.**
2. You must complete hand hygiene after signing in/out.

3. **You must provide and wear a facemask and goggles at all times when in the Home** – the Home will not provide these items. You will not be allowed entry in to the home if you do not have these items. Goggles are in addition to your prescription glasses.
4. You must go straight to your Elder suite – please maintain social distance with co Elders and staff along the way to the suite. If your Elder is not in their room when you arrive pull the call bell and a staff member will answer your call. Do not wander through the Home searching for your Elder – a staff member will bring your Elder to you.
5. Visiting occurs in **Elder suite only**. You are not allowed to wander the hallway or engage in life enrichment programs at this time.
6. Visits may be suspended if visitors do not comply with Infection Prevention and preventative control measures in place.
7. All items brought in to the home by you will need to be cleaned and disinfected by you per our cleaning protocol before being brought in to your loved ones suite.
8. Off site visits are not recommended.

Protecting the health and well-being of your loved ones and our staff remain our top priority. It is worth noting that we have not experienced an outbreak in the last 5 months in our Home; this empathizes the need for fewer/close monitoring of visits, enhanced cleaning, disinfection and use of personal protective equipment.

Please note that it is vacation season for our staff and if you send an email and do not receive a response within 24 hours please re send the email to another team member. Below is a list of our Leadership team members email and extension phone numbers.

Kim Rohm, Administrator – krroh@extendicare.com ext. 224

Kristen Maneluk, Director of Care – kmaneluk@extendicare.com ext. 225

Sofia Abramovich, Assistant Director of Care – sabramovich@extendicare.com ext. 239

Barbara Mills, Dementia Program manager – bmills@extendicare.com ext. 232

Julie Zabudny, Life Enrichment supervisor – jzabudny@extendicare.com ext. 230

Kristy DeViet, Social worker – kdeviet@extendicare.com ext. 226

Josh Jones, Food Services supervisor – jjones@extendicare.com ext. 238

Tracy Ford, Home Environmental Supervisor – tford@extendicare.com ext. 264

Ewald Kehler, Maintenance Supervisor – ekehler@extendicare.com ext. 240

We look forward to seeing you next week and working in collaboration with you to ensure your loved ones and our staff remain safe in our Home.

Kind regards,

Kristen Maneluk RN.

Director of Care, River East Personal Care Home