

Dear Lindenwood's Family and Friends,

We know the last few weeks have been quite difficult for you and the residents of Lindenwood Manor and Terrace. Our initial response was to your loved ones' physical health so protocols were put into place to protect them. We have been working on their mental health with hallway hymn sings and wellness checks but we would like to take another step.

The residents on the first floor have been able to visit with their families off their balconies while safely keeping six feet apart. They can continue to do so.

We feel we can safely set up outdoor visits for our residents who live on the second, third and fourth floors. We will be setting up seating six feet apart so you and your loved one can visit outside. By phoning the front desk of the Manor (204-475-9990) or Terrace (204-489-2112) you can set up an appointment for you and your loved one to meet on a specific day and time.

To keep everyone safe please read our parameters:

- If you have been out of province the last two weeks, please self isolate and do not visit.
- If you are feeling sick in any way, do not visit.
- If you have COVID-19 or have been around anyone who has tested positive for COVID-19, please self isolate.
- Visits will be 30 minutes in length. During the last 5 minutes of your visit, you will be required to sanitize the benches used during the visit. Cleaner and paper towel will be made available for you.
- Family members will call to set up the appointments, residents will not be setting up appointments simply because you know when you are able to visit.
- Visits will begin on Friday May 8, 2020. Appointments will run daily from 9:00 am to 6:00 pm in 30 minute time slots. We might extend this time once we see how the appointments go.
- If your loved one requires help to come down to the appointment due to physical limitations or due to memory issues, please mention that when setting the appointment. These appointments will be set up Monday-Friday between 9:00 am and 3:00 pm when we have additional staff available to help our residents.
- Only members of your immediate household may visit at the same time.
- Only one 30 minute time slot can be booked at a time to ensure all residents have a chance to see a family member in a timely fashion.
- If you are bringing items for your loved one, please leave the items in between the front doors before your visit as per our usual procedure.
- No hugging or other touching please.
- These visits are weather permitting. They will not be done inside if it is too cold, windy or rainy.
- At the Manor, visits will be done in front of the Heritage Entrance doors. At the Terrace, visits will be done on the back patio. Family will walk around the side of the building to get there; residents will come through the dining room.

- The benches will not have cushions on them (for ease of cleaning) so feel free to encourage your loved one to bring their own.
- Please try not to arrive too early for your visit. Use social distancing for safety and privacy while the previous appointment finishes their visit.
- Phone numbers: Manor: 204-475-9990 Terrace: 204-489-2112 to set appointments.

We are excited to offer these visits to you and the residents as we know how important it is to physically see each other. Thank you again for your compliance, thoughts and prayers.

Sharron Davis
Health Resource Coordinator