

# WMSCI Memorandum

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Date: September 3, 2020  
To: The Friends and Family of Lindenwood Manor and Terrace  
From: Management Team

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*Your friend/family member who lives at Lindenwood Manor or Terrace received the following memo.*

*NOTE: All text typed in black is the information your loved one received in their memo. All text typed in red italic has been added to the family and friends document to give you additional information.*

We were blessed with beautiful weather this summer. Hopefully, autumn will provide us with some days in which we can enjoy the outdoors.

The purpose of this memo is to announce a protocol change and to give you reminders about ways to keep yourself, your neighbours and our staff safe while living through the COVID-19 pandemic.

## Designated Visitors

To limit the number of people coming into the building, we are asking you and your family to choose **two people** who can visit you. You or your family must provide the front desk with the names of these two people. It is a maximum of two people and these names cannot change. For example, you cannot choose two people for this week and two different people for next week—it is two in total.

*Residents find it difficult to choose two people. Please help them with this difficult decision by considering who visits the most or who helps with tasks within the suite.*

This will come into effect on **Tuesday September 8<sup>th</sup>, 2020**.

We have made this decision based on:

- The rise in the number of COVID-19 positive cases in our province
- The number of COVID-19 outbreaks occurring in long term care facilities in our province
- A way to contact trace in case COVID-19 makes its way into the building
- Schools opening, which means there is potential for more transmission within the community

This was a very difficult decision that was made with thoughtful and thorough consideration. We feel this is the right decision at this time.

Please note that you can continue to have outdoor visits with other friends or family who are not on the designated visitor's list as long as physical distancing is followed.

## Hand Hygiene

Washing your hands with soap and water for 20-30 seconds is a good way to protect yourself. When you are unable to wash your hands, please ensure you are using hand sanitizer. This is especially important when you

return from an excursion in the community. Wash or sanitize your hands upon entering the building before going to your suite to ensure germs are not transferred to elevator buttons, handrails etc.

*Thank you for engaging in hand hygiene upon entering our buildings.*

#### Physical/Social Distancing

Please keep 6 feet between yourself and other residents, family members, staff and anyone you encounter when off-site. This is the easiest way to protect yourself from COVID-19.

*Although we realize it is difficult, please keep 6 feet of distance with your loved one, even in their suite. This is a simple way to protect all our residents.*

#### Masks

You may have noticed that all staff wear masks in common areas. We would like to strongly encourage you to do the same. The masks give an extra layer of protection by catching respiratory droplets. Masks can also stop us from directly touching our face with our hands. Please remember that cloth masks should be washed after every use. Surgical face masks should only be used once.

*This is a friendly reminder to put your mask on before entering the building and keep it on during your visit, even in the suite. Again, this is just another added layer of protection for our residents.*

#### Entrance to the Manor or Terrace

Please encourage your visitors to enter through the front doors so they can check in with staff at the front desk. Anyone entering is required to wear a mask, answer questions and hand sanitize.

*We have noticed that some people are entering their loved one's suites on the main floor through the balcony. It is very important that you come through the front doors so we can ensure all guests have been properly screened.*

#### Limiting Off-Site Excursions

We feel it would be best to start decreasing the number of times you leave the building to go out into the community. This would include visits to the grocery stores, Walmart, drug stores and family gatherings. Please consider asking your friends and family to buy the things you need and drop them at the door to limit your time in the community.

*Many of our residents have expressed that they do not want to "bother" their family by asking them to go to the store for them. Please offer to shop for your loved one, pick up supplies or run other errands for them without prompting. Also, please do not invite your loved one to large family gatherings where physical distancing cannot be guaranteed.*

#### Planning for a COVID Positive Result

*While we are doing our best to ensure that COVID-19 does not enter our buildings, we are making plans and encourage you to do the same in case a resident or staff member contracts the virus.*

*If your loved one has memory issues and is asked to isolate in the suite, would s/he be able to do so without help or prompting? Could your loved one move in with you during this time? Please discuss with your family and have a plan in place.*

