

WMSCI Memorandum

Date: September 3, 2020
To: The Residents of Lindenwood Manor and Terrace
From: Management Team
Subject: COVID-19 Protocol Update

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.

This will come into effect on **Tuesday September 8th, 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.

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.

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.

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 answer questions and hand sanitize.

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.

