



WMSCI Memorandum

Date: December 18, 2020
To: The Friends and Family of Residents of Lindenwood Retirement Living
From: Management Team
Subject: COVID-19 and Christmas

Your family or friend who lives at the Manor or Terrace received the following memo. Additional information has been added in red to your copy.

We are coming to the end of a very difficult year. The announcement of a COVID-19 vaccine being approved has given us all hope that 2021 will be a better year. Until the vaccine is made available to all Manitobans, we must continue to follow the health orders.

To ensure we are implementing appropriate protocols, we emailed Dr. Roussin's office and received some guidance from his staff. We were also involved in a large on-line meeting which had employees from Public Health, Winnipeg Regional Health Authority and other assisted living buildings in attendance. A lot of details were discussed in this meeting that pertained specifically to assisted living buildings in Manitoba. We feel confident that the information contained in this memo is in accordance with the health orders and similar to other assisted living buildings.

THE HOLIDAY SEASON

We were all disappointed to hear that Critical Code Red has been extended until January 8, 2021. This means that Christmas is going to look very different this year. As per the regulations, there should be no gatherings or mixing of households this Christmas, which means you should not visit your loved ones in their homes this year. We know this is terribly difficult. It is painful for you and your loved ones and the staff and their loved ones, but we are asking you to follow the health orders and stay home.

Because we need to take this very seriously and ensure contact tracing is possible, if you choose to leave the building between now until the end of Code Red, the front desk will be asking you where you are going and recording it. If you willingly break the health orders and you choose to leave for an outing with family, we will require you to self-isolate for two weeks upon your return. Because the safety of staff and residents is critical, we strongly urge you to be honest about where you are going when you are asked. If you need to leave for a medical

appointment, we consider this an essential outing. If staff (resident care, maintenance etc.) need to be in your suite during your self-isolation, they will need to wear full PPE each time they enter. Putting on, taking off and properly disposing of PPE delays our staff and takes time away from other residents.

Please consider your neighbors, our staff and their families before choosing to leave the building for a gathering.

DESIGNATED VISITORS

Because of the restrictions, we know people are lonely and missing their loved ones. As per Dr. Roussin, someone who lives alone is permitted to have one other person into their residence. We have learned from Dr. Roussin's office that this does not include the couples living in our buildings. If you live alone, please choose one person to visit you in your suite. You or your family member will need to call the front desk so we can record the name of the person. Please name your designated visitor by **Tuesday December 22nd, 2020**. Visits may start on this day. Please allow your family to help you make this decision because we know it is difficult to choose one person. We ask that all visitors wear a mask, answer questions at the front desk and go straight to the suite. Please do not visit in common areas.

If someone in your family was given an Essential Visitor's Pass (EVP) this person will now be your designated visitor. You will not be allowed an additional person.

We want to urge you to choose the safest person in your family. Please consider the following:

- **Who has the least contact with the public?**
- **Is someone in your family retired and more available to your loved one?**
- **People who work in health care, in schools or other jobs with a lot of close interaction with people should not be the designated visitor.**

VIRTUAL VISITS

We would like to remind you that virtual (iPad) visits are available and would be a perfect way to connect with those family members who are not named as a designated visitor. We were able to add some more appointments on Christmas Eve and Christmas Day. You do not need to know anything about technology to have an iPad visit; our staff are delighted to help you. Talk to your family about a virtual visit and set up an appointment by calling the front desk.

Please take the lead on the virtual visits. Many of our residents are uncomfortable with technology so the thought of an iPad visit is overwhelming. We have witnessed so many beautiful moments when residents are able to connect with their loved ones in this way.

CHURCH SERVICES

Does your church have on-line services? If so and you would like to view a service, please contact the recreation department to set something up. ekroeker@lindenwood.ca

We would like to encourage you to be creative this holiday season. Could you drop off a plate of your loved one's favorite dainties so s/he can taste your traditional sweets? Could the designated visitor use their phone to Face Time another family member during dinner so you can all feel like you are sharing a meal together? Could you write letters, wrap them up and encourage your loved one to open them on Christmas morning?

We know there are a lot of other ways to connect this holiday season and we would love for you to share these ideas with us.

Wishing you a season that is merry and bright with the light of God's love.

