

## Because we care! Update: May 10, 2021

In order to comply with the Quebec Health Ministry's latest announcement about the Eastern Townships moving back into the **Red Zone – Level 4 Maximum Alert** as of May 10, 2021, we have implemented the precautionary measures that follow the directives for private seniors' residences in Quebec. Our goal is to continue to prevent exposure to COVID-19 at Grace Village for the well-being of our seniors and our staff, and we appreciate your ongoing commitment to keeping the Grace Village Community safe. We invite you to take note of the following guidelines.

### 1. Family Caregivers

The Ministry has mandated that Family Caregivers providing significant assistance will be the *only* individuals permitted to visit residents. The CIUSSS-CHUS has indicated that **only one (1) Family Caregiver** per resident per day will be authorized inside the residence. Family caregivers must be pre-approved and added to the caregiver list to be able to visit their loved one.

While the Eastern Townships area is under Red Zone, a resident may only receive one Family Caregiver visit per day in their room. Family Caregivers may not circulate in the garden courtyards while we are in the Red Zone. **Family Caregivers may visit 7 days a week. Visits must be scheduled 24 hours in advance by contacting Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca) or 819-569-0546 ext. 5050 during regular business hours, Monday to Friday. This allows proper coordination with the care team as all Family Caregivers must continue to be screened and dressed in full PPE.** Family Caregiver visits must end before 9:00pm to respect the Quebec government's 9:30pm curfew.

### 2. Facial Shields

Each Family Caregiver will be given a facial shield upon their first visit that they must wear while visiting a resident. Family Caregivers must disinfect their facial shield after each visit and are responsible for bringing it for their next visit. As we have a limited supply, a charge of \$5.00 will be applied for additional facial shields. Family Caregivers are welcome to bring their own facial shield or goggles.

### 3. Indoor Visiting Station

Located in the Wellness Center, our Indoor Visiting Station is a space that is separated by a sturdy Plexiglass and renovated to ensure proper ventilation. This area is thoroughly disinfected between each visit, allowing families to meet "face-to-face" without a mask in a safe environment. Visits must be scheduled at least 24 hours in advance during business hours, Monday to Friday, by contacting Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). Visits can be held between 9:00am and 3:00pm from Monday to Friday.

### 4. Dining Rooms

The Ministry has indicated that our dining rooms may remain open, provided that we respect the resident bubbles.

## **5. Reminder: Virtual Visits**

We continue to offer our virtual visits program. Our dedicated Recreation & Leisure staff can facilitate virtual visits between you and your loved ones. Virtual visits can be scheduled from 8:00am to 4:00pm, Monday to Friday. Please email Danielle Robertson at [gvrecreation@masscom.ca](mailto:gvrecreation@masscom.ca), including your name, the name of the resident you would like to contact, and your availabilities. We encourage you to use this tool to stay connected with your loved ones during these difficult times.

## **6. Packages & items**

We encourage you to limit the quantity of items brought to Reception. Items that cannot be disinfected will be quarantined for 72 hours (books, magazines, cardboard).

## **7. Resident Circulation**

Residents may walk in the gardens or on the Grace Village grounds wearing masks. Outings will be limited to essential medical appointments. All activities facilitated by the Recreation & Leisure team will be done room to room: on an individual basis, in small bubble groups of eight, or in socially distanced hallway activities.

## **8. Vaccination**

We have excellent news! Residents received their second dose of the COVID-19 vaccine last Friday morning, May 7! As with the first dose, a team from the CIUSSS administered the vaccines with the assistance of the Grace Village Nursing team. If you have any questions, please do not hesitate to contact Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). In recent weeks, our staff have begun to receive their second dose of the vaccine.

We thank you for your continued support in ensuring the care and security of your loved ones during this third wave.

On behalf of the Leadership Team,

A handwritten signature in black ink, appearing to read "Andrea Eastman".

Andrea Eastman  
Interim Executive Director  
Massawippi Retirement Communities