



Because we care! Update: April 1, 2021



Earlier this week, the third wave of the COVID-19 pandemic was announced and the Eastern Townships region remains at Level 3 Alert status (also known as Orange Zone). We continue to be vigilant in applying the precautionary measures according to the directives for seniors' residences providing a safe home environment for our residents. We invite you to take note of the following guidelines:

1. Family Caregivers

While in Orange zone, the Two (2) Family Caregivers per resident guideline remains in effect. Only one Family Caregiver may visit a resident at a time and a resident may have up to two (2) Family Caregiver visits per day.

Family Caregiver visits must be scheduled **at least 24 hours in advance**. This allows proper coordination with the care staff, as all Family Caregivers must continue to be dressed in full PPE. Family Caregiver visits must end before 9:00 pm to respect the 9:30 pm curfew.

Please notify the Director of Care, Sandra Klinck, of the two designated Family Caregivers at sklinck@masscom.ca. Family Caregivers must be pre-registered and added to the Family Caregiver list to be able to visit their loved one.

Important reminder - Exposure to COVID-19

Family Caregivers who have been in contact with someone who has tested positive for COVID-19 in the past 14 days or with anyone who are awaiting results of a COVID-19 test is asked to refrain from visiting Grace Village and follow the Public Health directives in effect.

Upon arrival at Grace Village, the front entrance is equipped with a handwashing station for your convenience. Family Caregivers should wash their hands before and after each visit.

2. Indoor visitors

According to Ministry guidelines, regular visitors (who are not Family Caregivers) are not permitted on the Grace Village grounds or inside the facilities.

3. Resident circulation

Residents are not authorized to circulate between wings. Residents may still, however, walk outside and in the common hallways (central block) of the Care Pavilion, provided they wear a mask and respect a social distance of 2 metres. **Outings are limited to essential medical appointments.** For the time being, we are not permitting car rides.

4. Indoor Visiting Station

We encourage you to reserve our Indoor Visiting Station which permits families or other visitors to meet “face-to-face” without a mask, in a safe environment. Visits must be scheduled **at least 24 hours in advance** by contacting Sandra Klinck at sklinck@masscom.ca. Visits can be held between 9am and 3pm, 7 days a week.

5. Packages & Deliveries

We continue to 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).

6. Preventative COVID-19 Screening Test

A new service offer is available in the CIUSSS de l’Estrie – CHUS territory. **Health care workers and asymptomatic caregivers** in RPAs and Private CHSLDs are invited to make an appointment at our designated screening centers (CDDs) and other screening service points to be screened systematically for COVID-19 (e.g.: to be screened once every two weeks). As recommended by the MSSS, preventive screening is a means of prevention to avoid outbreaks in these long-term care facilities.

To this effect, the operators of the COVID-19 Estrie call center will be available to make screening appointments. This service is exclusively reserved for health care workers and asymptomatic caregivers working in private RPAs and CHSLDs.

Please call **1 877 644-4545** (provincial line) to make an appointment or visit the santeestrie.qc.ca web page to determine the phone number and hours of operation associated with the screening location you will be visiting.

We are grateful for your ongoing collaboration – your loved ones’ health is our number one priority. If you have questions or need additional clarification, please contact me at aeastman@masscom.ca or by phone at 819-569-0546 x5004.

Wishing you & yours a blessed Easter holiday from all of us here at Grace Village. We look forward to the day we can celebrate with family and friends again!

On behalf of the Leadership Team,



Andrea Eastman
Interim Executive Director

