

Because we care! Update: February 9, 2021

The Grace Village team would like to thank you for the support you have given us throughout this year's first challenges following the implementation of a province-wide curfew and stricter sanitary measures.

In order to comply with the Quebec Health Ministry's latest announcement, we have implemented further precautionary measures that follow the directives for seniors' residences in Quebec, applicable from February 8, 2021. 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 two (2) Family Caregivers per resident will be authorized inside the residence. 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 – Level 4 protocol**, only one Family Caregiver will be allowed to visit a resident at a time and a resident may only receive one Family Caregiver visit per day. **Family Caregiver visits must be booked at least 24 hours in advance on weekdays with Sandra Klinck, at sklinck@masscom.ca or 819-569-0546 ext. 5050. This allows proper coordination with the care team as all Family Caregivers must continue to be screened and dressed in full PPE.** Please note that there is no greeter at Reception on Saturdays, so we encourage you to limit Family Caregiver visits on those days. Family Caregiver visits must end before 7:30pm to respect the Quebec government's 8pm to 5am 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 now 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 Plexiglas 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 by contacting Sandra Klinck at sklinck@masscom.ca. Visits can be held between 9am and 3pm from Monday to Friday.

4. Dining Rooms

The Ministry has indicated that RPAs may re-open the dining rooms in Nursing Care units provided that we respect the resident bubbles. This news is welcomed by our residents and staff. We will be gradually reopening the dining rooms in Wings A, C & D over the next couple of days. For the time being, residents in Wing B – Assisted Living will continue to eat their meals in their rooms.

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 am to 4 pm, Monday to Friday. Please email Danielle Robertson at gyrecreation@masscom.ca, adding 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

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). We will not be able to accept items on Saturdays, as there is no greeter working at Reception on those days.

7. Resident Circulation

Residents are still not able to circulate between wings. Residents may still, however, 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 four, or in socially distanced hallway activities.

8. Vaccination

Please note that we have completed the necessary preparations with the CIUSSE-CHUS concerning vaccinations and we are awaiting confirmation of when Grace Village residents living in the Care Pavilion will be vaccinated. The vaccinations will be given at Grace Village. Our employees have had the opportunity to receive the first dose of the COVID-19 vaccine since mid-January, to ensure resident safety.

Reminders for Family Caregiver visits

We would like to remind all family members and Family Caregivers of the following criteria that must be respected while visiting residents:

- Visiting a resident increases the risk to the resident, other residents, and staff of contracting COVID-19.
- Visiting a resident in long-term care increases the risk of contracting COVID-19.
- In addition, the people most at risk of developing complications after contracting COVID-19 are those aged 65 or older and/or those who have a vulnerability factor such as cardiovascular disease, lung disease, hypertension, diabetes, and chronic kidney failure as well as immunocompromised individuals. attest to having understood the risks inherent in the decision mentioned above.
- I confirm that I have read the information on symptom monitoring, hand hygiene, respiratory etiquette, and use of personal protective equipment.
- I will disinfect my hands upon entering Grace Village, upon entering the resident's room, upon leaving the room and upon leaving Grace Village.
- I will wear my mask the entire time, never lowering or removing from my face.
- I confirm that I have clean clothing from my home and have not stopped on route to this visit.
- I will not bring any personal effects with me, only my car keys and cell phone.
- I will comply with the conditions and instructions established by Grace Village or by public health authorities regarding infection protection and control.
- I understand that following screening I will go directly to the resident's room and remain there, respecting the 2-metre social distance until the visit is completed.
- I agree to complete the Visitor Log at Reception upon arrival and at departure including the date, time, and the name of the resident.
- I agree to only visit one resident and to limit interactions with other residents or staff members. Always respecting the 2-meter social distance.
- I agree to undergo COVID-19 testing if the resident's medical condition requires it and to inform Grace Village of the result.
- I agree to wear the appropriate personal protective equipment according to the resident's medical condition; and
- I understand that failure to comply with the conditions and instructions established by public health authorities and by Grace Village, may result in Grace Village suspending the right to visit.

Our teams are dedicated to keeping our residents and our employees safe against the ever-present risks of COVID-19. We understand the challenging nature of these changes and appreciate your ongoing commitment towards Grace Village. Your loved ones' health is our number one priority.

On behalf of the Leadership Team,



Andrea Eastman
Interim Executive Director