

## Because we care!

### Update: January 8, 2021

The Grace Village team would like to wish you a Happy New Year. We are incredibly thankful for the support you have given us throughout 2020's challenges and we are eager to enter the new year with the encouragement of the Grace Village Community.

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 **January 9, 2021 to February 8, 2021**, until further notice. Our goal is 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. However, rather than three (3) designated Family Caregivers per resident, the CIUSSE-CHUS has indicated that only two (2) Family Caregivers per resident will be authorized inside the residence. Please notify our Director of Care, Sandra Klinck, of the two designated Family Caregivers at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). Caregivers must be pre-approved and added to the Caregiver list to be able to visit their loved one.

Only one Family Caregiver will be allowed to visit a resident at a time. There must be a 24-hour delay between each Caregiver visit to limit exposure. Family Caregiver visits must be reserved at least 24 hours in advance on weekdays with Sandra Klinck. 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 7:30pm to respect the Quebec government's new 8pm to 5am curfew.

#### **2. Dining Rooms Closed**

The Ministry has indicated that from January 9, 2021 to February 8, 2021, all dining rooms in private seniors' residences must be closed to prevent exposure. Residents must therefore have their meals in their rooms, at no extra cost. We are consequently rearranging the residents' rooms to allow for a safe and comfortable space to have their meals. We will encourage residents to leave their rooms between meals while wearing masks for exercise and stimulation for those in wheelchairs.

#### **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](mailto:sklinck@masscom.ca). Visits can be held between 9am and 3pm from Monday to Friday.

#### **4. 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. However, visits will be permitted for humanitarian reasons. Special considerations will be made for residents in palliative care. If this is the case, please contact Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). We will work together to support each resident and their families.

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

Although we must limit in-person visits, we still 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 [gvrecreation@masscom.ca](mailto:gvrecreation@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).

#### **7. Resident circulation**

Residents are no longer authorized to circulate between wings. Residents may still, however, walk in the gardens wearing masks. Outings will be limited to essential medical appointments. Due to the new COVID-19 requirements, 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.

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 new changes. We appreciate your ongoing commitment towards Grace Village during these trying times. Your loved ones' health is our number one priority.

On behalf of the Leadership Team,



Andrea Eastman  
Interim Executive Director