

Because we care!

Update: March 5, 2021

Effective March 8th, the Eastern Townships region will be going to the Level 3 Alert status (also known as Orange Zone). Following this announcement, we will apply the precautionary measures according to the directives for seniors' residences in an Orange Zone. Our goal is to continue to prevent exposure to COVID-19 at Grace Village. We invite you to take note of the following guidelines:

1. Family Caregivers

Two (2) Family Caregivers per resident will be authorized inside the residence. 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 9:30pm curfew.

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

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. Visits will be permitted for humanitarian reasons e.g., for residents in palliative care.

3. Dining Rooms

We are pleased to note that all our dining rooms will be open as of Monday March 8th.

4. 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.**

5. Recreation & Leisure – Group activities

Our teams continue to apply the “Bubble” concept within the wings and under the Orange directives, residents can participate in groups of 10 in activity programming facilitated by our Recreation & Leisure team.

6. 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 from Monday to Friday.

7. Packages

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).

We are grateful for your ongoing collaboration and support as we safely lift some of the current precautionary measures. If you have questions or need additional clarification, please contact me at aeastman@masscom.ca or by phone at 819-569-0546 x5004.

On behalf of the Leadership Team,

A handwritten signature in black ink that reads "Andrea Eastman".

Andrea Eastman
Interim Executive Director