



March 23, 2020

Dear Residents and Augustine House Community,

I am happy to say that currently we are all well in the building. The Augustine House team is working hard to do all we can to keep it this way.

As you are aware, this is a fluid situation, with changes coming from Fraser Health and the Ministry of Health daily. We are working to keep services in place in light of these changes and many added tasks. For example, with the closure of the building to families, some of the tasks they complete for their loved ones have fallen to us to perform. We are happy to pick these up, but each new thing takes time. As this situation continues, there may be times when services are delayed or will need to be postponed. We ask for your patience with the staff at these times.

One change we are putting in place is that we are asking that all residents eat in their suites. Our concern is that it is very difficult to maintain social distance of 2 meters both in the dining room and travelling to and from the dining room. We will take your order weekly, deliver it to your suite, and pick up the dishes after. At this point we cannot say exactly when your meal will arrive to your suite, but through our first week I am confident that we will find a routine with this.

Our primary goal in all we do is to continue to provide exemplary service in the safest way we can.

Stay well, and wash your hands,

A handwritten signature in blue ink that reads "J. Reiners".

Jackie Reiners,
Executive Director
Augustine House