

For Better Retirement Living



Update April 20, 2020

Dear Augustine House Community,

It is good to report that we continue to be well at Augustine House. Staff and residents continue to support each other in our new reality. The latest staff fashion includes wearing masks and eye protection, as mandated by Fraser Health Authority. This can get warm and makes it more difficult to communicate at times. But the staff is persevering because we know this is in the best interests of our residents.

Residents, in turn, are leaving notes of encouragement and support for the staff. These are sweet and heartfelt and are very much appreciated.

We have also received a number of donations from the Ladner and Delta community, as well as other companies that wish to support health care professionals and Augustine House residents. These include head bands and ear protectors from Anne and her Ladner crew of crafters, vitamins from a local producer, a gift of toilet paper from a coffee company, hand cream from a resident's daughter, and an i-pad from one of our board members. As these gifts come in and are shared, I am blessed to see the thankfulness as expressed by our staff and residents; the realization that the greater community care about what we are doing and acknowledge the hard work happening at Augustine House.

Should we have a case of Covid-19 at Augustine House, the current Fraser Health protocol is a lockdown of the building. Staff are doing everything we can to avoid this. We ask that you assist us in this in a few ways:

- 1) Talk with your family member on the phone or by Skype or FaceTime. Our Recreation Department has two i-Pads to assist with this. Contact Tim or his team to set up an appointment.
- 2) If you are dropping something off at Augustine House and stopping for a quick hello, wear a mask or face covering and maintain social distance at all times. We have marked **Red X's** 7 feet apart, on the ground outside the building, to help everyone with this. Make your visit short – no more than 15 minutes – and keep your party to one or two visitors maximum.

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Our goal is to reduce the chance of spread of Covid-19 by reducing the chance of exposure. We ask your assistance in this.

I would like again to thank each of our staff for their continued hard work and thank each of you for working with us and supporting us in our commitment to the health and well-being of this community.

Yours,

Jackie Reiners
Executive Director.