

For Better Retirement Living



May 1, 2020

To our valued community,

Through these unprecedented times, the priority of Augustine House continues to be the provision of exceptional care and services; providing support to our Residents and their families in the safest way possible. This support comes in many forms – from assisting with activities of daily living, to facilitating FaceTime and other calls, to delivering care packages, to helping Residents write cards to their family members. It has also recently meant celebrating a 99th birthday (at a distance) and marking Easter with cards and treats.

Our Recreation department has been busy devising ways to connect and communicate with as many Residents as possible. Besides the events mentioned above, they continue to hold multiple exercise classes and, when necessary, accompany Residents who require assistance on walks around our garden and pathways. Their goal is to ensure Residents remain active and fit through this time. They have also been assisting with the individual Resident gardens - new life is evident there!

Both our Care and Housekeeping departments are working hard to ensure we adhere to all Infection Control policies set out by the Ministry and by Fraser Health. This has been immensely important to ensure that we have remained COVID-19 free to date. We do not know what tomorrow will bring, but rest assured we are doing everything we can today.

While so many other joys have necessarily been postponed (we are itching to have another Happy Hour!), our Food Services team has been planning, cooking and delivering delicious meals to the Resident suites. This is a time in the day that so many Residents look forward to. We have switched to a warmer weather menu, and I have heard many positive comments about this.

Our Reception hours have been shortened due to the availability of staff. Although things are a bit different at Reception, what hasn't changed is the willingness to help each Resident with any enquiry and offer a hand when needed.

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I am blessed to work with such a fine group of people. It brings great joy to me, and I suspect many of the Residents, to see the commitment of each staff member to Augustine House and every Resident living here.

As we remain committed to providing exceptional care and services, we ask families to continue to do their part during this time. Talk with your family member on-line or by phone. If you are dropping off a package or other necessary supplies, wear a mask. If you are saying hello to your family member remember to keep the visit brief and remain at least 2 meters apart. Also, *please do not visit* if you feel unwell or are experiencing any flu-like symptoms.

We all have an important part to play at this time. I am thankful that we are a strong team!

Blessings,

Jackie Reiners,
Executive Director,
Augustine House