

For Better Retirement Living



July 15, 2020

Dear Augustine House Community,

Dr. Bonny Henry and Minister Dix have updated the guidelines to support visiting at Long Term Care and Assisted Living communities at the beginning of July. These changes will not be a big change for us as we have been allowing outside visits for a while now.

Based on a site's ability to accommodate visitors, each site has the authority to design a policy and protocol that will work for the distinct needs of residents and physical layout of the facility. Our first priority at Augustine House is to continue to provide a safe environment for our residents and staff.

To ensure the safety of our community, we continue to encourage family and friends to stay in touch virtually and remotely. Please contact the recreation department for assistance with this. The majority of onsite visits will continue to occur outside in designated visiting areas at the main entrance and at the east entrance. Outside continues to be the safest place to visit. Visitors must make an appointment and prescreen prior to arriving at Augustine House. Visitors must bring and wear a face mask at all times and follow the posted rules regarding physical distancing and duration of visit. At this time, no items, including food and drink, may be exchanged between the resident and their visitor. Visits will not be allowed if there is an active COVID-19 outbreak at the home, and you will not be able to visit if you or the resident you are visiting are ill or have any COVID-19-like symptoms. Visits may be cancelled due to poor weather.

Fraser Health has updated their requirements to 1 visitor per resident per visit with no more than 1 visit per day. We realize that this is a change and are in discussions with Fraser Health regarding this change. We will be hiring staff to ensure safe infection control processes continue to be in place.

Inside visits continue to be restricted and only allowed with specific approval from our Director of Care and Executive Director. SafeCare BC is developing an online learning module to ensure the designated visitor has the base skills required to

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ensure the safety of their family member and our larger community. All designated visitors entering the building will be required to complete this module.

Our priority continues to be protecting vulnerable residents, so we are taking a cautious and phased approach. To this end, Augustine House continues to, screen residents twice daily for symptoms to ensure the overall health and well-being of residents.

The Ministry of Health and Fraser Health will reassess in August and the hope is to be able to expand visiting to safely include other family members or friends going forward, though there may continue to be a limit to the number of visitors at a given time.

Fraser Health and the Ministry of Health are also allowing Providers to expand the definition of essential appointments. Movement off site continues to be limited and requires approval and education prior to leaving Augustine House. All safety precautions remain in place prior to leaving, while away, and upon return. These include wearing a mask, keeping physical distance, and changing clothing upon return. Please see Marine or Jackie for more details.

Remaining on site, maintaining physical distance, wearing a mask, and hand washing continue to be the best ways to keep yourself and our community safe and well. We all realize this is not an easy time. Please work with us to ensure we stay healthy.

Augustine House will carefully and thoughtfully plan our approach to changes as they come from the Health Authority and the Ministry of Health. Our first priority is to ensure the safety of our community. Thank you for working with us to this goal.

Yours Sincerely,

Jackie Reiners,

Executive Director.