



September 11, 2020

Dear Augustine House Community,

As we continue to work to keep Augustine House safe and healthy, I would like to thank each of you for working with us in this task.

We understand that this is a difficult time for everyone, and especially when we are unable to spend the time we would like in the way we would like with people we love. I am guessing every one of us, staff, families, and residents have personal stories around this. As has been said by many people on many occasions, we are in this together.

At the end of August we asked the residents to complete a short survey entitled "How Are We Doing". We received 75 returned surveys and, overwhelmingly, the residents answered that they feel safe, understand why we are doing what we are doing, and they know what to do to keep themselves safe in these unprecedented times. The comments that were included ran to similar themes. Most people highlighted that they miss their families, particularly visiting in their suite. People also answered that they miss going shopping and drives with their families, going to restaurants, and to the mall. Murray and I were talking the other day and realized that neither of us have eaten in a restaurant since this pandemic was declared. Although this may not seem like a huge sacrifice, and it certainly isn't compared to what others have lost, it is indicative of the changes in all our lives right now.

There has been little in the way of regulatory change over the last number of weeks.

Visits continue to be controlled and limited. We are waiting for any updates on this, but to date visitors continue to be required to make an appointment, wear a mask, and practice proper hand hygiene and cough and sneeze etiquette. Visits continue to be limited to 1 visitor at a time and once a day. We have hired 2 Visit Ambassadors, Sandy and Samir, to assist in this process; booking appointments, sanitizing, and ensuring everyone stays safe. They can be reached by phone or email ([visits@augustinehouse.ca](mailto:visits@augustinehouse.ca)). As we move into fall and winter weather, Augustine House will be providing an indoor space for visits that is properly partitioned and sanitized between visits. Because of the limitations around indoor visits we will not be able to accommodate the number of visits in a day that we are currently accommodating. We ask for

your patience and understanding with this as our goal continues to be to do all we can in the safest way possible.

A positive regulatory change has been the return of our hairdresser in both our Independent and Assisted Living area and in Haven House. We probably should have taken some pictures of all of us with our 'pandemic hair' but we are all looking and feeling much more civilized again.

If you follow our Facebook page, you will have seen that one of our residents turned 106 on August 27<sup>th</sup>. This amazing woman has experienced 2 pandemics. An article about her can be found in the local newspaper. <https://www.delta-optimist.com/news/ladner-resident-celebrates106th-birthday-in-covid-19-friendly-style-1.24194343>

Also of note, the British Columbia Senior's Advocate is conducting a survey with regards to the effects of Covid-19 on seniors' Care. The on-line survey and information can be found here: <https://feedback.engage.gov.bc.ca/688686?lang=en> . Feedback will be accepted until September 30<sup>th</sup> at 11:59 pm.

It continues to be important that we maintain our vigilance with regard to this virus and continue to follow the requirements as set out by the Provincial Health Officer and Fraser Health. Our staff have curtailed activities and shopping and have continued to maintain small social bubbles in order to help protect their families and yours. I would like to thank you again for working with us to protect our community at Augustine House.

Yours sincerely,

Jackie Reiners  
Executive Director  
Augustine House.