

## For Better Retirement Living



November 13, 2020

Dear Community,

As the case numbers increase in Fraser Health, we remain diligent in our infection control practices, including enhanced cleaning, the use of PPE, and ongoing education for residents and staff. This continues to be a high priority. All individuals coming to Augustine House will now be provided a medical grade mask to wear while here.

The Ministry of Health continues to allow social visiting at Long Term Care and Assisted Living communities. Outside is always better, but as the weather has cooled substantially, this is not always an option. Augustine House now has 2 designated inside visiting sites to allow residents to visit with their designated social visitor. We continue to be limited to one designated visitor as per Ministry of Health guidelines, and we do not anticipate a change in this policy as long as case numbers remain high. We continue to encourage FaceTime and phone calls to stay in touch. Our Recreation Team would be happy to help connect you to your family member at Augustine House.

We are finding that some days our visiting areas are fully booked and other days they are not. Because of this, we are asking that designated visitors schedule their 'one visit a week' visit at least 24 hours in advance. By doing this, we will be able to ensure all designated visitors have access to our inside visiting areas but can allow extra drop in visits on less busy days.

For example: I know I am able to visit my mother on Friday. I will call earlier in the week, before Friday, to book this appointment. On Tuesday I find that I have extra time and could stop in to say 'hi' to my mother. I will call Augustine House to see if there are any spaces that are not yet booked for today.

We realize that this will increase the need to plan ahead for some designated visitors, but we are hoping it will allow us to maximize the number of visits we can accommodate. Visits continue to be scheduled for 30 minutes in length.

As we move into the Christmas Season we anticipate that some families may have, in the past, helped residents decorate for Christmas. As we continue to be limited by Ministry of Health Orders in allowing individuals into the building, we have designated staff time to assist with decorating when required. We request that residents ask for assistance in advance so we can schedule time with them.

## For Better Retirement Living



We continue to do everything we can to reduce the risk of COVID-19 coming into our community, but nothing is failsafe. Please help us by encouraging residents to wear masks when out of their suites and if you are a designated visitor, please ensure that you are well when you come. If you are feeling unwell in any way, postpone your visit to Augustine House. If you would like to be added our e-mail list, please contact reception.

Stay well and stay safe,

Jackie Reiners  
Executive Director  
Augustine House