

## For Better Retirement Living



November 24, 2020

Dear Augustine House families and Community,

As we are all aware, there has been a distinct **uptick in Covid-19 cases**, with greater restrictions from our Public Health Officers and the Ministry of Health. Although many of these restrictions have been in place at Augustine House for some time, I want to remind you all that there are certain policies that we are compelled to follow.

In particular, **we are required to follow the Designated Social Visitor policy. This requires each resident to specify who their designated social visitor is and only book visits with this person.**

As per Fraser Health:

- Family/social visits are limited to a **maximum of one** family member or friend only. **This applies to indoor and outdoor visits**
- **Designated Social Visitor must:**
  - Book the visit in advance with facility staff,
  - Be screened on every visit for respiratory and gastrointestinal symptoms and possible exposure to COVID-19. Visitors with symptoms are not permitted to enter the facility,
  - Wear a mask, practice hand and respiratory hygiene (cough and sneeze etiquette) and maintain a two-metre physical distance where possible, and
  - **Socialize in designated visiting areas which may include outdoor or indoor spaces.**
  - **Facility staff/operator can approve a change to the designated visitor under extenuating circumstances;** for example, if the visitor moves away or becomes ill and is unable to visit. If a Resident wishes to change their Designated Social Visitor, we ask that they speak with Jackie or Marine.

Fraser Health also continues to encourage families, friends and caregivers to stay in touch virtually where in-person visits are not possible.

We are committed to ensuring that Residents will be able to book a minimum of 1 visit a week. As per our Community Update from November 15<sup>th</sup>, 2020:

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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 are also asking that Residents only leave Augustine House for essential appointments – including Doctor and dentist appointments and for required banking or legal matters. If a Resident is unsure if their appointment is essential, please discuss this with Marine. She will also make sure that Residents and families understand the steps to take when away from Augustine House to keep yourself and this community safe. We are also pleased to announce that we are able to facilitate Dental Hygienist appointments on site moving forward. This is a service that has been available in Haven House for some time. For more information please contact Amy Agis, RDH at Refresh Oral Hygiene, 604-315-9847 [www.refreshoh.ca](http://www.refreshoh.ca).

We have received few enquiries regarding Christmas and activities that will be permitted. We are still waiting on direction from Fraser Health regarding visiting, leaving Augustine House, etc. When we have this information we will pass it on to you. As I mentioned in the last community update, we have made staff time available to assist Residents with Christmas suite decorating where families normally assist. Requests can be made at Reception. We will schedule this in as we are able.

We continue to do everything we can to keep our community safe. Please help us with this task.

We are all in this together.

Yours sincerely,

Jackie Reiners  
Executive Director  
Augustine House