

## For Better Retirement Living



March 30, 2021

Dear Families and Friends of Augustine House,

As you are aware, there have been changes to regulations regarding life at Long Term Care and Assisted Living in British Columbia. Augustine House is working very hard to put these changes in place while **ensuring the safety and health of our community**. We ask that you **work with us** to keep us all well.

As we hear from the Provincial Government, the case numbers continue to climb. **'Fewer faces and bigger spaces' continues to be good advice for us all**. We encourage you to visit outside when you can and ensure all safety and infection control procedures are followed while at Augustine House, **including being screened for signs of Covid-19 upon arrival, wearing a medical mask at all times, practicing hand hygiene, and keeping social distance**.

Dr. Bonnie Henry acknowledged that these changes will increase the risk of outbreaks in Assisted Living and Long Term Care communities. However, the general consensus is that the benefits of more family interaction will outweigh these risks. Should we identify a case of Covid-19 in the Augustine House community, we will be required to follow all lock-down procedures in place which will result in the suspension of all visits until the community is considered clear.

### Visits to Augustine House

- What has changed?
  - Residents are able to have up to two visitors plus one child for visits in their suite. Visitors are asked not to visit with anyone else on the way to or from the suite. Visits are not yet permitted in common or shared areas.
  - Holding hands is permitted. Both residents and visitors must perform hand hygiene before and after holding hands.
  - Residents are able to visit outside in designated areas with more than 2 people at a time. Due to space requirements, these visits will be booked into one of three identified visiting areas. We have currently set the maximum number of visitors at 4 and will monitor to see how this goes. We will identify a fourth area for use by Haven House residents, but until this is set up safely, we will continue to provide visiting outside the east entrance for these residents.

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- Due to length of visits, we will not be able to accommodate as many visits as last summer. Please ensure you book ahead to avoid disappointment.
- What has not changed?
  - All visits must be booked ahead.
  - Medical masks must be worn while at Augustine House, both inside and outside. Augustine House will provide these masks. Visitors are asked to perform hand hygiene regularly while on site.
  - All visitors must be screened prior to visiting and sign out when leaving.
  - Visitors should not come to Augustine House if they are feeling unwell.
  - Please refrain from eating or drinking while on site. To do so requires the removal of masks which increases the risk of spread.
  - We are currently unable to accommodate areas for walking unless specifically approved as essential.

### **Outings away from Augustine House**

- What has changed?
  - Residents are now permitted to leave Augustine House with family for outings and visits. These outings must follow the current Medical Health Order in place for all British Columbians. This currently includes visiting outside instead of inside, maintaining social distance, and wearing a medical mask. If you choose to share a meal, these should be outside and distanced, with no shared food (i.e. dips or shared bowls).
  - Outings to grocery stores, hairdressers, and restaurants (when open) are permitted. Augustine House will reinstate our regular trip to the shopping center.
- What has not changed?
  - Residents must wear medical masks and practice social distancing and hand hygiene while out and change their clothing upon return to Augustine House.
  - Public transportation and taxis continue to be considered high risk locations and should be avoided. Personal cars and HandyDART continue to be considered safe.
  - **Residents are required to sign out and sign in to facilitate contact tracing.**

### **Dining in the dining room**

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- What has changed?
  - Residents are now able to sit in the dining room with more than one resident per table. Starting April 1, 2021 our dining room will be almost back to normal. This is something we have been looking forward to.
- What has not changed?
  - We are still unable to accommodate guest meals as this would require removal of masks.

We realize this is a lot of change at one time. If you have any questions, please feel free to contact either myself or Marine, our Director of Care.

Working together is the best way to ensure the health and safety of us all.

Yours sincerely,

Jackie Reiners,  
Executive Director  
Augustine House