

## For Better Retirement Living



January 17, 2022

Dear Augustine House Residents,

We are happy to announce that we have received a supply of Rapid Tests and are able to allow **Designated Social Visitors** to enter the building. Each resident is allowed 1 Designated Social Visitor. We have compiled a list of Designated Social Visitors based on responses from families and residents. If you would like to double check who your Designated Social Visitor is, please ask the Visitation Ambassadors to look this up. This process will be in place until Doctor Henry changes the Health Order.

There are a few things to be aware of:

- 1) **Ask your visitor not visit if either you or they are feeling unwell in any way.** The list of COVID-19 symptoms is extensive. Instead of risking spreading the virus, please reschedule your visit.
- 2) All visitors must be able to show their **vaccination passport** and be fully vaccinated.
- 3) All visitors **must have a negative rapid test performed by us** before they can enter the building. This test takes approximately **20 minutes** start to finish. Please be aware that the visitor will remain in the entrance area until this is complete.
- 4) **All visitors must make an appointment.** This will allow us to ensure a staff member is available to process the rapid test and sign your visitor in.
- 5) We have **limited number of appointments per day.** We are asking the designated social visitor to book appointments at least **24 hours in advance of wanting to visit.** We are also asking that each designated social visitor book one appointment per week. Rapid tests take 20 minutes to administer and we cannot overlap testing due to infection control measures in place. We also currently have a limited number of rapid tests. We want to ensure that everyone wishing to visit has an opportunity to do so.
- 6) If your designated social visitor would like to book an appointment with less than 24 hours' notice, if we happen to have a vacant visit time, we will book them in.
- 7) **To book an appointment please call 778-870-4024 and speak with our visitation ambassadors.**
- 8) All visitors must keep their **mask on for the entire visit.** We understand that this sometimes makes it harder to communicate. However, based on the transmissibility of this strain of COVID-19 this is not negotiable.

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- 9) The designated Social Visitor must only visit with the resident they are designated to visit. Please ask your visitor **not to visit with other residents** on the way to or from your suite.
- 10) If you have family picking you up for an appointment or visit, we ask that your driver come to the door to be rapid tested as well. This is not a requirement but another measure we have put in place to keep our residents and community healthy.

These measures have been put in place by the Provincial Medical Health Officer as a means to reduce the number of people in the building and thereby reduce chances of exposure to the Omicron variant of COVID-19. Visiting will be suspended if an outbreak is declared at Augustine house.

We hope these measures are in place for a short period of time. Thank you for working with us to ensure the safety and health of our community.

Yours,

Jackie Reiners  
Executive Director  
Augustine House.