



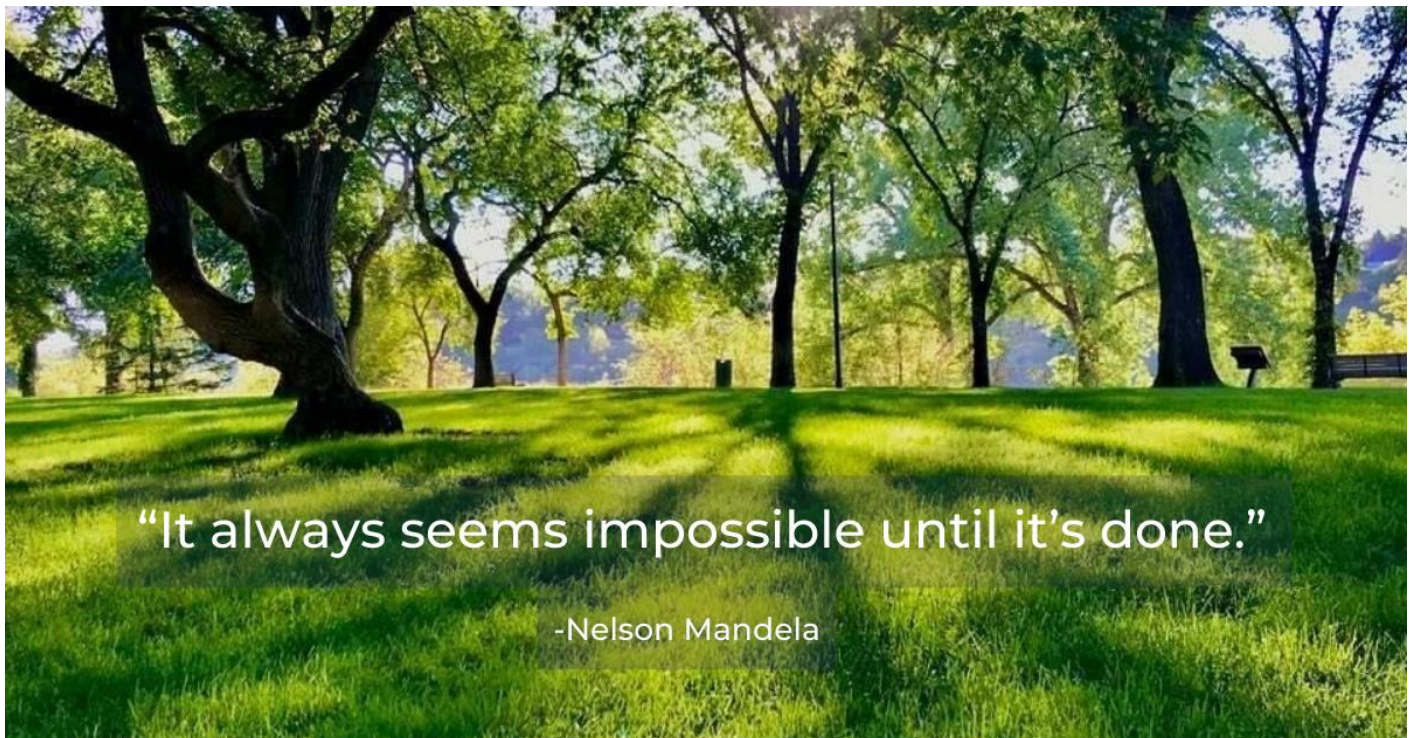
Friday, January 7, 2022

Dear Residents and Families,

We remain committed to providing updates to our residents, families, and staff at AgeCare. We are providing weekly updates to keep you all informed on what is happening at our communities and organization-wide.

1. [A Special Message to our Staff and Partners](#)
2. [Visitor Guidelines](#) - Changes to Rules for Essential & Designated Social Visitors
3. [Recreation Calendars](#)

We hope these weekly updates are helpful. Thank you all for your continued support.



A Special Message to our Staff and Partners

These are challenging times for all of us, on so many different fronts. Some of you are dealing with kids out of school – or kids going back which might also feel equally stressful. Some are dealing with parents who are unwell or experiencing anxiety around the pandemic. Some are propping up friends and family when you could use a little propping up yourself. ALL of us in this AgeCare family are working under extreme stress and pressure; perhaps working during a pandemic tops the list of challenges you are facing at this moment.

But don't forget that as impossible as things might seem, we will get through this, and we will get through it together. We have some of the most extraordinary people in our AgeCare family, just look around you, and then look in the mirror. You are all doing your very best, and your very best is heroic.

Thank you for your unfaltering efforts to ensure our residents receive the care they need and deserve. Your efforts matter. We notice. Thank you.



Friday, January 7, 2022

Visitor Guidelines

Changes to Rules for Essential & Designated Social Visitors

We are pleased to inform you that the Public Health Officer has extended their current visit guidelines. **In addition to essential visitors, a single designated social visitor can visit loved ones in Long-Term Care. This is great news for our residents and their families!**

Here are a few rules that apply to this change:

- **Visits are limited to one visitor per resident at a time.** Exceptions can be made for end-of-life visits – please speak to your site leadership on this.
- **Only previously approved essential visitors and one designated social visitor are allowed to visit residents.** *If you wish to become an essential visitor, please contact your community to find out the steps required.
- When entering, all visitors must be screened, show proof of being fully vaccinated, and follow ALL safe visiting practices and COVID-19 protocols.
- **All visitors will be Rapid Antigen Screened (RAS) upon entry.**



Please note that communities with an exposure or an outbreak may have different visitation restrictions. Contact your community or [sign up for email updates](#) to stay informed on the latest information.

There is an outbreak currently at AgeCare Harmony Court. **All social visits with Harmony Court Long-Term Care residents remain on hold until the outbreak is lifted.** Essential visits are by Medical Health Officer (MHO) approval only.

Thank you to all our residents and families for your continued support. We remain hopeful that these restrictions will be short-term, and we remain committed to doing all we can to prevent the spread of COVID-19 in our communities and keep our residents and staff safe.

Coming for a visit?
Please familiarize yourself with these guidelines.
[Download the Visitor Guide \(PDF\) -->](#)

Recreation Calendars

Our recreation team works hard to create engaging activities that enrich the mind, body and spirit. We are continuously looking for ways to reduce the risk of transmission while having the least impact on resident well-being. At this time, visitors are not permitted to attend indoor recreations programming, including concerts. We appreciate your understanding.

Please note that communities with an exposure or on outbreak may have different recreation restrictions in effect. Contact your community or [sign up for email updates](#) to stay informed on the latest information.

View the Recreation Calendars for your AgeCare Community:

Brandt's Creek Mews	Cariboo Place
Monashee Mews	Mount Ida Mews