



Friday, January 21, 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.

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

Words of Encouragement from Families

The pandemic has put a strain on our healthcare system in ways we have never experienced before. Yet our staff rise to this challenge each day, with many working long hours and wearing multiple hats to ensure that each resident has their care and service needs met.

We can definitely say that the words of encouragement that our teams receive from you – our residents and families – have a huge impact. Here are a few words of encouragement we've received through the [Living our Values](#) program.

"I could never sleep at night worrying about my husband if it wasn't for the great care given to him by the nursing staff, the care aides, the kitchen staff, the cleaners and laundry staff and everyone else involved in his care. I love them all and appreciate what they do for me and my husband. They all deserve recognition."

– Linda, Family Member

"Knowing my mother is safe and receiving such good care is a huge comfort. She is happy, healthy and well cared for. The staff are friendly, dedicated and keep me updated as to my mother's needs."

- Kathy, Family Member





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"My husband has not been there very long (a couple of months), but I appreciate all they do for him and for keeping me in the loop. It is a difficult transition for me as it is for him, and the staff have been so kind to me and are taking care of him. I do appreciate all they are doing so much. Thank you."

– Elizabeth, Family Member

"Malcolm makes sure my Mom has fun and connection in her day. He encourages her to join activities when she is reluctant and makes sure that she gets her favourite activities often (cribbage and watching CNN on her iPad). Malcolm demonstrates genuine warmth and appreciation for our Mom, the other residents, and his co-workers. Because of him, we know Mom has a sparkle in her day, every day."

- Sue, Family Member



But it doesn't stop there. You can also continue to share your appreciation for our teams on the frontlines and behind-the-scenes by [filling out a wow ticket](#) yourself.

Let's all get Boosted!

Vaccine effectiveness against infection may decline over time – especially with the highly transmissible Omicron variant – but they remain the best way to prevent severe illness and death. Additional doses can boost immunity to improve protection and limit spread.

Who can book:

- Anyone over the age of 18, 6 months after receiving your second dose.

How to book:

- Register with the [Get Vaccinated](#) system
 - You will receive an invitation to book a booster dose appointment about 6 months after the date of your second dose.





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Visiting with COVID-Positive Residents

The importance of Personal Protective Equipment (PPE)

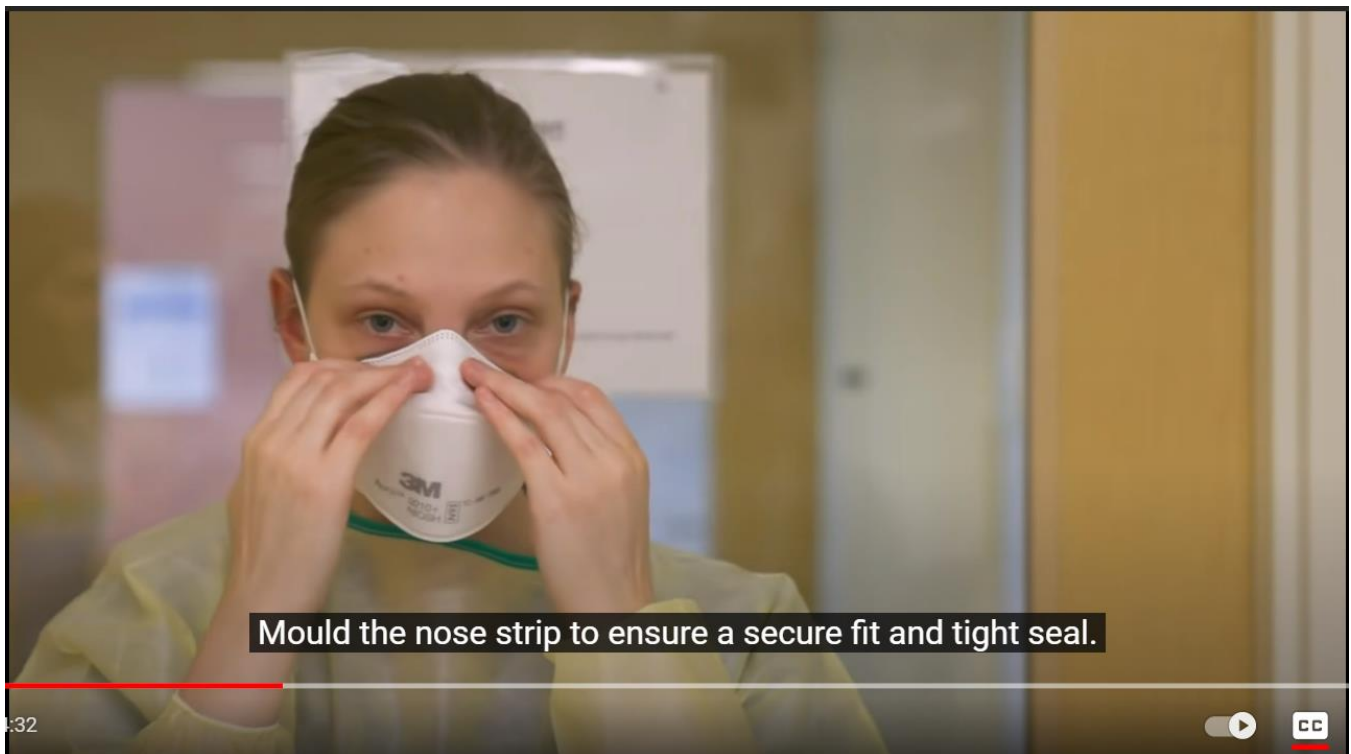
The procedure for *putting on* and removing (donning and doffing) Personal Protective Equipment (**PPE**) is vitally important in helping reduce the spread of COVID-19. Especially when visiting with residents who are on contact & droplet isolation as they are either confirmed or potentially COVID-positive.

If you are visiting with a resident on contact and droplet isolation, here are some simple but critical tips.

- beginning and ending with 20 seconds of hand hygiene that even includes your nails
- ensuring gloves extend over your gown, so no skin is showing
- removing gloves by grasping the outside edge of the glove near the wrist and peel away from the hand, turning the glove inside-out without touching the outside

We encourage you to learn the proper procedure by watching this short [Donning and Doffing PPE video](#).

NOTE - this video shows the use of an N95 mask. You may be provided with a medical mask, KN95 mask or an N95 mask at the site. **Please check with a member of the care team if you are unsure on how to correctly put on, seal check or take off the mask provided.**





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Visitor Guidelines

Coming for a visit?

Please familiarize yourself with these guidelines.

[Download the Visitor Guide \(PDF\) -->](#)



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

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

We're Hiring

Did you know AgeCare is hiring? Great opportunities for caring people. From health care aides to food services to recreation to administration and more, we are looking for dedicated and caring individuals.

If you or someone you know is looking for an exciting new opportunity, check out our careers page at www.agecare.ca/hiring



WE'RE HIRING!

Great Opportunities for Caring People