



Thursday, December 23, 2021

Dear Residents and Families,

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

1. [Thank you for speaking our LOV language](#). Over 100 WOW tickets were submitted online.
2. [COVID Updates](#) from the Government of BC
3. [Preparing for the Omicron Variant](#) including:
 - o [What AgeCare is Doing](#)
 - o [What You Can Do at Home](#)
4. [Recreation Calendars](#) – Staying active, intellectually stimulated, and socially connected.
5. [We're Hiring](#) – Did you know AgeCare is hiring? Great opportunities for caring people.

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

"Spread love everywhere you go." - Mother Teresa

It is impossible to overlook the extraordinary goodness of our AgeCare staff, who are incessantly spreading our 'LOV (Living Our Values) language,' in the form of kind gestures, caring actions, and heartfelt devotion to our residents and their families. To our amazing A-Team – we offer our deepest thanks! We sincerely appreciate you! And we hope you know that your positive efforts are touching and enriching the lives of all those who are fortunate to be in our AgeCare family circle.

Before the Holidays, we asked residents and families to share the gift of praise and recognition for the staff they value at their AgeCare community. Their response WOWed us! Here are just a few things we heard:

"I appreciate all that the staff does for me, and I like the food too." – Jean, Family Member

"I am constantly amazed at the kindness and cooperation we receive from your 2nd-floor staff.....thanks so much for your industry and your help.....always."- Madelene, Resident

"We are always happy to see Rashmi at the front table when we are arriving or leaving. She is very kind and always has time to talk to us. Her patience with people is admirable and shows respect for others. Rashmi, you deserve a BIG WOW. We appreciate you and your dedication to residents and their families."- Jean & Bonnie, Family Members

"Shanon is so good to me, cheerful and a hard worker." – Susan, Resident

"Natasha has done numerous things to enrich my parent's life, share photos, facilitate face time with out of town family, helped my Dad write a birthday greeting for my Mum (both reside on 2nd floor), dances with my Mum, these are recent items, has done many things over the past year." – Alison H, Family Members

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"They are all, without exception, caring and respectful of my mother." - Carol, Family Member

With over 100 WOW tickets received, we wanted to share the most commonly used phrases/ words with you. To show you just how much you are appreciated!



COVID Updates from the Government of BC

To help curb the spread of the Omicron variant, the Provincial Health Officer has introduced [province-wide restrictions](#).

As of December 22, 2021

These restrictions are in effect until January 18, 2022.

- [Indoor organized gatherings](#) of any size are not allowed. This includes gatherings like New Year's Eve parties, wedding receptions or other celebrations
- [Indoor events at venues](#) can only have 50% capacity. This includes events like concerts, sports and movies
- [Bars, nightclubs and lounges are closed](#)
- [Restaurants, cafes and pubs](#) can have a maximum of 6 people at each table
- [Adult gyms, fitness centres and dance studios](#) are closed



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As of December 20, 2021

These restrictions are in effect until January 31, 2022.

- [Indoor personal gatherings](#) are limited to your household plus 10 visitors or 1 other household. Everyone 12 + must be fully vaccinated
- [At restaurants, cafes and pubs](#), customers must stay seated and cannot move between or visit other tables. Masks are required when not seated
- [All sports tournaments](#) and related travel are not allowed

Preparing for the Omicron Variant

One thing we know for sure is that the Omicron variant of COVID-19 spreads and infects people much more effectively than any other variant. In just a couple of weeks since the first Omicron cases were detected in Canada, case numbers have skyrocketed.

Initial reports show that Omicron produces less severe illness than previous strains. While we are all hoping this is the case, it is too early to know for sure.

What AgeCare is Doing

The AgeCare COVID Operations and site leadership have met and implemented precautions to help prevent the spread of the virus within our communities.

1. Additional Dining Times

Residents can continue to enjoy their meals in the dining room. Additional dining times have been made available to ensure appropriate physical distancing while residents enjoy their meals. Safe food handling and enhanced cleaning protocols continue to be followed.

2. Enhanced Cleaning

Enhanced cleaning in all our communities, including high-touch surfaces (examples: doorknobs, faucets, etc.), at least 3 times per day following our outbreak protocols.

3. Visitor Guidelines

[Visitation guidelines](#) remain in effect requiring all eligible persons over the age of 12 to be fully vaccinated. In addition, there are visiting hours in effect to allow for screening.



**Coming for a visit?
Please familiarize yourself with these guidelines.**

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

4. Staff & Volunteer Screening

All AgeCare staff and volunteers are fully vaccinated with two (or more) vaccine doses. They will continue to be screened before every shift and self-screen during their working hours.



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5. Staff Rapid Antigen Screening

In BC, AgeCare is implementing Rapid Antigen Screening (RAS) of staff for COVID-19 twice per week.

6. Personal Protection Equipment (PPE)

During their shift, staff continue to practice physical distancing and wear Personal Protective Equipment (PPE) following the guidance from The Provincial Health Officer, the Ministry of Health, Fraser Health Authority / Interior Health Authority, and AgeCare.

7. Resident Booster Dose

All eligible and consenting AgeCare residents received their booster dose of the COVID-19 vaccine starting in October. Newer AgeCare residents are also offered their booster dose as they become eligible.

8. Staff Booster Dose

Since November, AgeCare staff have been encouraged to book their booster dose of the vaccine. So if you are staff and haven't yet received your Covid-19 vaccine booster, this is a friendly reminder that it is **now available to all health care workers**. Thank you for booking as soon as possible to ensure that added layer of protection for you and those around you.

How to book:

- For booking, you will need to 'Self Identify as a Health Care Worker.' [Click here for the memo outlining the steps.](#)

Questions about eligibility or booking?

- Call: 1-833-838-2323 / Seven days a week, 7 am to 7 pm (PDT)

What You Can Do at Home

1. Gathering Together with Care

When planning a gathering, keep the number of guests small, and yes, just like last winter, consider socializing in the great outdoors.

To help with this, we have created a handout with [tips on gathering as safely as possible indoors](#) (as shared previously on the December 10th weekly update).



[Download our Gathering with Care guide \(PDF\)](#)

2. If Eligible, Book Your Booster Dose of the Vaccine

A booster dose can help keep you, your family, your community, and your loved ones safe.

Who can book: People born in 1956 or earlier (65+) and Indigenous people born in 2003 or earlier (18+)

How to book: Register and book with the [Get Vaccinated](#) system.



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3. Get your Flu Shot

Many of the symptoms for COVID-19 and Influenza are similar. So to help keep yourself and our residents safe and healthy, we encourage you to book your free flu shot this year.

Visit immunizebc.ca/influenza to learn more and book your flu shot.

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:

Harmony Court Care Centre	Brandt's Creek Mews	Cariboo Place
Harmony Court Estate	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