AgeCare Weekly Update

Friday, January 22, 2021

Dear Residents and Families,

Now that the outbreak has been lifted, we have discontinued our daily update and are resuming our Friday weekly updates. We remain committed to providing updates to our residents, families, and staff at AgeCare Harmony Court.

This weekly update includes:

- <u>Resident Dining</u> our plans on how to resume safe, physically distancing dining.
- <u>Recreation & Activities</u> our plans on how we can resume safe recreation and activities as the need to stay active, intellectually stimulated, and socially connected never ends.
- <u>Weekly Shout Out</u> sharing words of gratitude messages from residents and families to our staff.

Thank you all for your continued support.

Sincerely,

Cindy Kahlon, Administrator Harmony Court Estate & Care Centre

### **Resident Dining**

#### Harmony Court Care Centre – Long Term Care (LTC)

Starting this week, our Long Term Care (LTC) residents began enjoying their safe, physically distanced meals in the Care Centre dining room. Mealtimes were adjusted for 2 different seatings. This ensures we have the appropriate physical distancing between residents during meal times. Residents are enjoying all 3 meals each day in either the first or second floor dining room.

#### Harmony Court Estate - Independent Living

As communicated earlier previously, Independent Living residents have been enjoying their meal service in their main dining room. Once a week, each resident has the opportunity to enjoy their lunch and dinner in the Estates main dining room. There are 3 different seatings for each meal, with a maximum of 5 residents in the dining room per seating. This ensures there is appropriate physical distancing while allowing every resident the option to enjoy meals outside their suite.

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## **Recreation & Activities**

At AgeCare, we understand the important role recreation and activities have in the lives of our residents. We are taking a measured, phased approach to recreation activities. Each week we will be reassessing how these are going and make any adjustments that may be required.

During all interactions, staff continue to practice exceptional hand hygiene, wear Personal Protection Equipment (PPE), and are using extreme diligence in enhanced cleaning and disinfecting procedures

### Harmony Court Care Centre – Long Term Care (LTC)

In the Care Centre, we continue to one-to-one activities or visits with LTC residents. We are looking for opportunities to get residents out of their rooms for indoor or outdoor walks.

Starting next week, we will be looking at hosting small (4-6 residents) for morning and afternoon activities in our social spaces. We will be cohorting LTC residents into groups so they may enjoy the activities with the same residents each time. All cohort recreation programs will involve no touching of each other or shared objects.

In addition, we continue to:

- Offer and support virtual visits Monday to Saturday.
- Provide resources for residents to enjoy in their room, such as art therapy supplies, trivia and puzzles sheets, knitting supplies, books, magazines, jigsaw puzzles, and DVDs.
- Assist with their TVs and stereos.

### Harmony Court Estate – Independent Living

In the Estates, recreation continues to do one-to-one activities or visits with residents. We will continue to check in with Independent Living residents and see if they can provide any recreation or leisure items for their enjoyment. These include art therapy supplies, trivia and puzzles sheets, knitting supplies, books, magazines, jigsaw puzzles, and DVDs.

Starting next week, we will be looking at hosting small (4-6 residents) for morning and afternoon activities in the Fireside lounge. We will be cohorting residents into groups so they may enjoy the activities with the same residents each time. All cohort recreation programs will involve no touching of each other or shared objects.

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# Weekly Shout-Out

These challenging times have allowed us the opportunity to reach out to many of our families to provide updates on their loved ones. Many have expressed gratitude and support for our amazing staff, and for that kindness, we thank you.

We took quotes from families and residents over the past couple of months to showcase the most common words and themes that connect us during this time. **Here are just a few of the kind words that have been shared:** 

"Your team is so helpful during video calls with my mom."

"The extra work your staff have taken on and covered is a tremendous effort that should be recognized and appreciated on a regular basis, so thank you from the bottom of my heart."

"Thanks for your call -your calls really help to lift our spirits."

"I can't believe the great work being done by everyone at the site to keep people safe and families informed."

