

Greenwoods Eldercare Society Bulletin

23 March 2020

Thank you to all of our Residents, Clients and their family members and contacts for your support and understanding as our response to COVID-19 continues to evolve.

Change to Visiting Arrangements

To support the Provincial Health Officer's directions around social distancing and to protect our Residents and our team from the transmission of COVID-19, we are following Island Health's advice to further restrict visitors to both Braehaven and Greenwoods.

Essential visits include, visits for compassionate care and visits considered paramount to resident care and well-being. Visits must now be pre-arranged to determine if they are essential or if alternative arrangements can be made.

To discuss visits with Greenwoods Residents, please contact Barb Williams, Director of Care at 250 537 5561 ext. 234.

To discuss visits with Braehaven Residents, please contact Community Health Services - Home Support at 1 250 544 2500.

This is a difficult step as we understand the importance of visits from family and loved ones but it is an essential action to safe-guard the Residents and team.

To maintain connections, we are bringing in iPads to facilitate FaceTime and Skype calls. There's also a form now on our website where you can send in a private message <https://www.greenwoodseldercare.org/private-message-to-a-loved-one.html> The messages will be printed and delivered to the Resident by one of our team.

As always please feel free to phone in to check on Residents and we will be in touch with you with updates.

Activities for Residents

With the cancellation of our community programs, we have re-allocated those team members to support the Residents at Greenwoods and Braehaven. We no longer have volunteers or recreation activity facilitators coming into the buildings, but the Activity Team are doing a wonderful job of running programs and engaging with the Residents for one-to-one activities such as walks or socialising in the gardens.

Social Distancing & Hand Washing

In addition to following the Provincial Health Officer's advice to practice social distancing and good hand hygiene, please reinforce this message when speaking with your loved one. These reminders are particularly important for our Residents at Braehaven who are continuing with independent walks in the neighbourhood.

We have greeters at both receptions reminding everyone who enters the building – team members and Residents – to wash their hands.

The furniture in the dining rooms and lounges have been spread-out as much as possible and trays are available for Residents who wish to eat in their room or suite.

If you have any questions or concerns, please contact us:

For general enquires	Aletha Humphreys Executive Director	250 537 5561 ext. 222
For Greenwoods Resident queries	Barb Williams Director of Care (Mondays to Fridays) The Nursing Station (Saturday & Sunday)	250 537 5561 ext. 234 250 537 5561 ext. 224
For Braehaven Resident queries	Community Health Services – Home Support	250 544 2500

Kind regards

Aletha Humphreys
Executive Director