

**April 1<sup>st</sup> 2021**

This is not an April fool, thought I'd state that just in case. 😊

As you know there have been some significant changes to visiting and access restrictions within Seniors Housing and Long Term Care. The new Provincial Health Orders from Dr. Bonnie Henry come into effect today.

Before I describe the changes I want to talk about how we can reframe our questions as we navigate our restrictions and choices.

Most days I am asked, by a resident or family member, for **permission** to do things and go places, to see people and to make decisions about travel. When I hear this, my first response is to thank you for including me in your decision and then to ask you to tell me more about what it is you want to do. We can then decide together, collaboratively, how best to keep you, and the other residents and staff of Longwood as safe as possible; it is NOT a one size fits all answer, that's for sure. We are happy to be included in your decision making.

I want you to know that as these restrictions lift and ease, the best conversations about reasons to leave your Community are the ones where you have thought through the '**why, where, who and how**' of making this decision. Once you have done this it's easier to make a safer decision.

When deciding where to go or who to see you have the right, and perhaps the responsibility, to ask about people's wellness, risk of exposure, use of masks, hand sanitizer and ability to distance. Especially as the cases increase and those variants grow.

Please note that the Public Health Orders relating to everything we all do outside of Origin at Longwood such as essential travel, staying local, wearing masks, social distancing, going to retail stores and restaurants, choosing who can be in a group and how many, attending religious services, meeting outdoors, etc are in effect and **all people** are required to **adhere to these at all times** when leaving your community.

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**Here is our best description of the new orders influencing Origin at Longwood directly:**

- ♥ **In Astoria (Long Term Care)** residents and their families/friends are able to book visiting times for longer than 60 minutes.
- ♥ **Visitors will be provided with a medical grade mask**
- ♥ A maximum of 2 adults and one child (a child is someone under 18) can visit in the resident's room.
- ♥ At this time, meals or food are **not** being shared during the visit.
- ♥ Visiting in common areas is **not** supported
- ♥ Visits **MUST BE PRE BOOKED**. This allows us to safely support the visit and allows for equal access for all families and friends.
- ♥ To book a visit please connect in this way;
  - Email: [familyvisits@originlongwood.ca](mailto:familyvisits@originlongwood.ca)
  - Call: 250 751 7755 ext 143

**Independent and Assisted Living**

- ♥ **Visitors will be provided with a medical grade mask**
- ♥ All essential visits will continue but the frequency and duration of the visit can increase.
- ♥ Visitor access to common areas (pub, dining room, lounge etc) or the spa and pool are not supported.
- ♥ In addition, it is now possible to invite more people to visit with you either in your suite or outside in a designated area. Please note -We are arranging the outdoor areas but haven't quite got them up and running yet as the time lines have been quite short. We are almost there, thank you for your patience.

**ALL VISITS MUST BE PREBOOKED. PLEASE DO NOT ARRANGE FOR VISITORS DIRECTLY.** To book a visit please connect in this way:

- Email: [familyvisits@originlongwood.ca](mailto:familyvisits@originlongwood.ca)
- Call: 250 751 7755 ext 143

## **Fourteen (14) day isolation**

These requirements have changed. You are **no longer required** to isolate in your suites if you are well, and have **no symptoms** of any illness if:

- ♥ you have been to the hospital overnight
  - please let us know when you return, we are happy to provide you with a tray service as you recover, if required
- ♥ you have been out and about to appointments etc
- ♥ you are a new resident joining the Origin Family
- ♥ you have had a visitor stay in your suite

Please be sure to adhere to ALL public health requirements during your time away where possible. Let us know how to help you stay safe.

## **Coming and going from Longwood**

If you are being picked up by a person and driven somewhere, the driver does not need to come to the foyer and be screened and have a temp taken.

Please still sign in and out and we will ask you where you have been to comply with our contact tracing should we need this.

## **Dining**

The process for accessing the pub for breakfast and the dining room for lunch and dinner are not changing. We are not able to invite guests to the pub or dining areas or re open the private dining room.

## **Housekeeping and Maintenance**

These processes are not changing BUT if you have visitors in your suite when housekeeping or maintenance arrives, we may need to reschedule your services. The goal is staff safety.



## Visitor Screening

ALL people entering Longwood will do so via the loading dock. All visitors will be screened and a temperature taken along with contact information. We have improved the look of the loading dock and will be providing a covered outdoor space as soon as the tent arrives. Visitors who decline to be screened or to wear a mask and adhere to public health orders **will not be admitted**.

## Masks, hands, distancing

The wearing of masks is shown to decrease the transmission of Covid 19 and therefore we will still require **ALL residents and visitors to wear a mask at all times when outside of your suite**.

Please continue to be diligent with hand sanitizing and physical distancing.

We have a well supported system of sanitizing and disinfecting throughout the site and rely on your diligence to make this system work well.

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While I am sure most of us are happy to see an increase in visiting and essential human connections, many of us are feeling a little anxious.

We have done so very well for such a long time and this is a remarkable feat. This ease of restrictions will test our resolve and our systems. Please do be a part of our continued success.

I know I speak for us all when I acknowledge the work of the Origin Team Members as being instrumental and critical in this.

Thank you for reading

Onwards!

Melanie Young

General Manager

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