

Because we care! Update: January 4, 2022

The Grace Village team would like to wish you a Happy New Year. We are incredibly thankful for the support you have given us throughout 2020 and 2021 challenges of the present Pandemic, and we are eager to enter the new year with the encouragement of the Grace Village Community.

In order to comply with the Quebec Health Ministry's latest announcement, we have implemented further precautionary measures that follow the directives for seniors' residences in Quebec, applicable from **January 3rd**, until further notice. Our goal is to prevent exposure to COVID-19 at Grace Village for the well-being of our seniors and our staff, and we appreciate your ongoing commitment to keeping the Grace Village Community safe. We invite you to take note of the following guidelines.

1. Family Caregivers

The Ministry has mandated that Family Caregivers providing significant assistance will be the only individuals permitted to visit residents. In a 24-hour period only two family caregivers are permitted to enter and not at the same time. Residents are allowed four designated family caregivers. Please notify our Director of Care, Sandra Klinck, of the four designated Family Caregivers at sklinck@masscom.ca. Caregivers must be pre-approved and added to the Caregiver list to be able to visit their loved one.

All visitors must be adequately protected (double vaccinated) and visits are now limited to residents' rooms. Certain exceptions apply for end-of-life care.

Common areas may no longer be used for visits (living rooms, dining rooms, kitchenettes, etc.). Wearing a mask, social distance of 2 meters and hand hygiene are mandatory as soon as you enter the residence and at all times (even in the resident's room).

Family Caregiver visits must end before 9:30 pm to respect the Quebec government's new 10pm to 5am curfew. If you need an attestation to stay after 10 pm or arrive before 5 am, please contact sklinck@masscom.ca.

2. Indoor Visiting Station

Located in the Wellness Center, our Indoor Visiting Station is a space that is separated by a sturdy Plexiglas and renovated to ensure proper ventilation. This area is thoroughly disinfected between each visit, allowing families to meet "face-to-face" without a mask in a safe environment. Visits must be scheduled at least 24 hours in advance by contacting Sandra Klinck at sklinck@masscom.ca. Visits can be held between 9am and 3pm from Monday to Friday.

3. Reminder: Virtual Visits

Although we must limit in-person visits, we still offer our Virtual Visits program. Our dedicated Recreation & Leisure staff can facilitate virtual visits between you and your loved ones. Virtual visits can be scheduled from 8 am to 4 pm, Monday to Friday. Please email at gvrecreation@masscom.ca, adding your name, the



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name of the resident you would like to contact, and your availabilities. We encourage you to use this tool to stay connected with your loved ones during these difficult times.

Our teams are dedicated to keeping our residents and our employees safe against the ever-present risks of COVID-19. We understand the challenging nature of these new changes. We appreciate your ongoing commitment towards Grace Village during these trying times. Your loved ones' health is our number one priority.

On behalf of the Leadership Team,

Karen Hornibrook
Interim Executive Director