

## Because we care!

### Update: January 8, 2021

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's challenges 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 9, 2021 to February 8, 2021**, 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. However, rather than three (3) designated Family Caregivers per resident, the CIUSSE-CHUS has indicated that only two (2) Family Caregivers per resident will be authorized inside the residence. Please notify our Director of Care, Sandra Klinck, of the two designated Family Caregivers at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). Caregivers must be pre-approved and added to the Caregiver list to be able to visit their loved one.

Only one Family Caregiver will be allowed to visit a resident at a time. There must be a 24-hour delay between each Caregiver visit to limit exposure. Family Caregiver visits must be reserved at least 24 hours in advance on weekdays with Sandra Klinck. This allows proper coordination with the care staff as all Family Caregivers must continue to be dressed in full PPE. Family Caregiver visits must end before 7:30pm to respect the Quebec government's new 8pm to 5am curfew.

#### **2. Dining Rooms Closed**

The Ministry has indicated that from January 9, 2021 to February 8, 2021, all dining rooms in private seniors' residences must be closed to prevent exposure. Residents must therefore have their meals in their rooms, at no extra cost. We are consequently rearranging the residents' rooms to allow for a safe and comfortable space to have their meals. We will encourage residents to leave their rooms between meals while wearing masks for exercise and stimulation for those in wheelchairs.

#### **3. 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](mailto:sklinck@masscom.ca). Visits can be held between 9am and 3pm from Monday to Friday.

#### **4. Indoor visitors**

According to Ministry guidelines, regular visitors (who are not Family Caregivers) are not permitted on the Grace Village grounds or inside the facilities. However, visits will be permitted for humanitarian reasons. Special considerations will be made for residents in palliative care. If this is the case, please contact Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). We will work together to support each resident and their families.

#### **5. 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 Danielle Robertson at [gvrecreation@masscom.ca](mailto:gvrecreation@masscom.ca), adding your name, the 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.

#### **6. Packages**

We encourage you to limit the quantity of items brought to Reception. Items that cannot be disinfected will be quarantined for 72 hours (books, magazines, cardboard).

#### **7. Resident circulation**

Residents are no longer authorized to circulate between wings. Residents may still, however, walk in the gardens wearing masks. Outings will be limited to essential medical appointments. Due to the new COVID-19 requirements, all activities facilitated by the Recreation & Leisure team will be done room to room: on an individual basis, in small bubble groups of four, or in socially distanced hallway activities.

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,



Andrea Eastman  
Interim Executive Director

## Because we care!

### Update: February 9, 2021

The Grace Village team would like to thank you for the support you have given us throughout this year's first challenges following the implementation of a province-wide curfew and stricter sanitary measures.

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 February 8, 2021. Our goal is to continue 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. The CIUSSS-CHUS has indicated that only two (2) Family Caregivers per resident will be authorized inside the residence. Caregivers must be pre-approved and added to the Caregiver list to be able to visit their loved one.

While the Eastern Townships area is **under Red Zone – Level 4 protocol**, only one Family Caregiver will be allowed to visit a resident at a time and a resident may only receive one Family Caregiver visit per day. **Family Caregiver visits must be booked at least 24 hours in advance on weekdays with Sandra Klinck, at [sklinck@masscom.ca](mailto:sklinck@masscom.ca) or 819-569-0546 ext. 5050. This allows proper coordination with the care team as all Family Caregivers must continue to be screened and dressed in full PPE.** Please note that there is no greeter at Reception on Saturdays, so we encourage you to limit Family Caregiver visits on those days. Family Caregiver visits must end before 7:30pm to respect the Quebec government's 8pm to 5am curfew.

#### **2. Facial Shields**

Each Family Caregiver will be given a facial shield upon their first visit that they must wear while visiting a resident. Family Caregivers must disinfect their facial shield after each visit and are responsible for bringing it for their next visit. As we have a limited supply, a charge of \$5.00 will now be applied for additional facial shields. Family Caregivers are welcome to bring their own facial shield or goggles.

#### **3. 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](mailto:sklinck@masscom.ca). Visits can be held between 9am and 3pm from Monday to Friday.

#### **4. Dining Rooms**

The Ministry has indicated that RPAs may re-open the dining rooms in Nursing Care units provided that we respect the resident bubbles. This news is welcomed by our residents and staff. We will be gradually reopening the dining rooms in Wings A, C & D over the next couple of days. For the time being, residents in Wing B – Assisted Living will continue to eat their meals in their rooms.

#### **5. Reminder: Virtual Visits**

We continue to 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 Danielle Robertson at [gyrecreation@masscom.ca](mailto:gyrecreation@masscom.ca), adding your name, the 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.

#### **6. Packages**

We encourage you to limit the quantity of items brought to Reception. Items that cannot be disinfected will be quarantined for 72 hours (books, magazines, cardboard). We will not be able to accept items on Saturdays, as there is no greeter working at Reception on those days.

#### **7. Resident Circulation**

Residents are still not able to circulate between wings. Residents may still, however, walk in the gardens or on the Grace Village grounds wearing masks. Outings will be limited to essential medical appointments. All activities facilitated by the Recreation & Leisure team will be done room to room: on an individual basis, in small bubble groups of four, or in socially distanced hallway activities.

#### **8. Vaccination**

Please note that we have completed the necessary preparations with the CIUSSS-CHUS concerning vaccinations and we are awaiting confirmation of when Grace Village residents living in the Care Pavilion will be vaccinated. The vaccinations will be given at Grace Village. Our employees have had the opportunity to receive the first dose of the COVID-19 vaccine since mid-January, to ensure resident safety.

### Reminders for Family Caregiver visits

We would like to remind all family members and Family Caregivers of the following criteria that must be respected while visiting residents:

- Visiting a resident increases the risk to the resident, other residents, and staff of contracting COVID-19.
- Visiting a resident in long-term care increases the risk of contracting COVID-19.
- In addition, the people most at risk of developing complications after contracting COVID-19 are those aged 65 or older and/or those who have a vulnerability factor such as cardiovascular disease, lung disease, hypertension, diabetes, and chronic kidney failure as well as immunocompromised individuals. attest to having understood the risks inherent in the decision mentioned above.
- I confirm that I have read the information on symptom monitoring, hand hygiene, respiratory etiquette, and use of personal protective equipment.
- I will disinfect my hands upon entering Grace Village, upon entering the resident's room, upon leaving the room and upon leaving Grace Village.
- I will wear my mask the entire time, never lowering or removing from my face.
- I confirm that I have clean clothing from my home and have not stopped on route to this visit.
- I will not bring any personal effects with me, only my car keys and cell phone.
- I will comply with the conditions and instructions established by Grace Village or by public health authorities regarding infection protection and control.
- I understand that following screening I will go directly to the resident's room and remain there, respecting the 2-metre social distance until the visit is completed.
- I agree to complete the Visitor Log at Reception upon arrival and at departure including the date, time, and the name of the resident.
- I agree to only visit one resident and to limit interactions with other residents or staff members. Always respecting the 2-meter social distance.
- I agree to undergo COVID-19 testing if the resident's medical condition requires it and to inform Grace Village of the result.
- I agree to wear the appropriate personal protective equipment according to the resident's medical condition; and
- I understand that failure to comply with the conditions and instructions established by public health authorities and by Grace Village, may result in Grace Village suspending the right to visit.

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 changes and appreciate your ongoing commitment towards Grace Village. Your loved ones' health is our number one priority.

On behalf of the Leadership Team,



Andrea Eastman  
Interim Executive Director

## COVID-19 Vaccinations

We have excellent news to share – our residents will receive their **first dose** of the Pfizer vaccine against COVID-19 on Sunday morning, **February 21, 2021**! We will notify you as soon as we have information about the second dose.

A team from the CIUSSS will administer the vaccines with the assistance of the Grace Village Nursing team.

If you have any questions, please do not hesitate to contact Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca) or Isabelle Florentin at [iflorentin@masscom.ca](mailto:iflorentin@masscom.ca).

We are very grateful to have this opportunity to keep our residents safe from COVID-19. Your loved ones' health is our number one priority.

---

Nous avons une excellente nouvelle à vous partager – nos résidents recevront leur **première dose** du vaccin Pfizer contre la COVID-19 ce dimanche matin, le **21 février 2021** ! Nous vous informerons dès que nous aurons des informations concernant la deuxième dose.

Une équipe du CIUSSS administrera les vaccins avec l'aide de l'équipe infirmière de Village Grace.

Si vous avez des questions, n'hésitez pas à communiquer avec Sandra Klinck à [sklinck@masscom.ca](mailto:sklinck@masscom.ca) ou avec Isabelle Florentin à [iflorentin@masscom.ca](mailto:iflorentin@masscom.ca).

Nous sommes très reconnaissants d'avoir cette occasion d'assurer la sécurité de nos résidents contre COVID-19. La santé de vos proches est notre priorité numéro un.

---

On behalf of the Leadership Team - De la part de l'équipe de direction,



Andrea Eastman  
Interim Executive Director - Directrice générale par intérim

## Because we care!

### Update: March 5, 2021

Effective March 8<sup>th</sup>, the Eastern Townships region will be going to the Level 3 Alert status (also known as Orange Zone). Following this announcement, we will apply the precautionary measures according to the directives for seniors' residences in an Orange Zone. Our goal is to continue to prevent exposure to COVID-19 at Grace Village. We invite you to take note of the following guidelines:

#### 1. Family Caregivers

Two (2) Family Caregivers per resident will be authorized inside the residence. Only one Family Caregiver may visit a resident at a time and a resident may have up to two (2) Family Caregiver visits per day.

Family Caregiver visits must be scheduled **at least 24 hours in advance**. This allows proper coordination with the care staff, as all Family Caregivers must continue to be dressed in full PPE. Family Caregiver visits must end before 9:00 pm to respect the 9:30pm curfew.

Please notify the Director of Care, Sandra Klinck, of the two designated Family Caregivers at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). Caregivers must be pre-registered and added to the Family Caregiver list to be able to visit their loved one.

#### 2. Indoor visitors

According to Ministry guidelines, regular visitors (who are not Family Caregivers) are not permitted on the Grace Village grounds or inside the facilities. Visits will be permitted for humanitarian reasons e.g., for residents in palliative care.

#### 3. Dining Rooms

We are pleased to note that all our dining rooms will be open as of Monday March 8<sup>th</sup>.

#### 4. Resident circulation

Residents are not authorized to circulate between wings. Residents may still, however, walk outside and in the common hallways (central block) of the Care Pavilion, provided they wear a mask and respect a social distance of 2 metres. **Outings are limited to essential medical appointments.**

#### 5. Recreation & Leisure – Group activities

Our teams continue to apply the "Bubble" concept within the wings and under the Orange directives, residents can participate in groups of 10 in activity programming facilitated by our Recreation & Leisure team.

## **6. Indoor Visiting Station**

We encourage you to reserve our Indoor Visiting Station which permits families or other visitors 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](mailto:sklinck@masscom.ca). Visits can be held between 9am and 3pm from Monday to Friday.

## **7. Packages**

We continue to encourage you to limit the quantity of items brought to Reception. Items that cannot be disinfected will be quarantined for 72 hours (books, magazines, cardboard).

We are grateful for your ongoing collaboration and support as we safely lift some of the current precautionary measures. If you have questions or need additional clarification, please contact me at [aeastman@masscom.ca](mailto:aeastman@masscom.ca) or by phone at 819-569-0546 x5004.

On behalf of the Leadership Team,



Andrea Eastman  
Interim Executive Director





## Because we care!

### Update: April 1, 2021



Earlier this week, the third wave of the COVID-19 pandemic was announced and the Eastern Townships region remains at Level 3 Alert status (also known as Orange Zone). We continue to be vigilant in applying the precautionary measures according to the directives for seniors' residences providing a safe home environment for our residents. We invite you to take note of the following guidelines:

#### **1. Family Caregivers**

While in Orange zone, the Two (2) Family Caregivers per resident guideline remains in effect. Only one Family Caregiver may visit a resident at a time and a resident may have up to two (2) Family Caregiver visits per day.

Family Caregiver visits must be scheduled **at least 24 hours in advance**. This allows proper coordination with the care staff, as all Family Caregivers must continue to be dressed in full PPE. Family Caregiver visits must end before 9:00 pm to respect the 9:30 pm curfew.

Please notify the Director of Care, Sandra Klinck, of the two designated Family Caregivers at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). Family Caregivers must be pre-registered and added to the Family Caregiver list to be able to visit their loved one.

#### **Important reminder - Exposure to COVID-19**

Family Caregivers who have been in contact with someone who has tested positive for COVID-19 in the past 14 days or with anyone who are awaiting results of a COVID-19 test is asked to refrain from visiting Grace Village and follow the Public Health directives in effect.

Upon arrival at Grace Village, the front entrance is equipped with a handwashing station for your convenience. Family Caregivers should wash their hands before and after each visit.

#### **2. Indoor visitors**

According to Ministry guidelines, regular visitors (who are not Family Caregivers) are not permitted on the Grace Village grounds or inside the facilities.

#### **3. Resident circulation**

Residents are not authorized to circulate between wings. Residents may still, however, walk outside and in the common hallways (central block) of the Care Pavilion, provided they wear a mask and respect a social distance of 2 metres. **Outings are limited to essential medical appointments.** For the time being, we are not permitting car rides.

#### **4. Indoor Visiting Station**

We encourage you to reserve our Indoor Visiting Station which permits families or other visitors 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](mailto:sklinck@masscom.ca). Visits can be held between 9am and 3pm, 7 days a week.

#### **5. Packages & Deliveries**

We continue to encourage you to limit the quantity of items brought to Reception. Items that cannot be disinfected will be quarantined for 72 hours (books, magazines, cardboard).

#### **6. Preventative COVID-19 Screening Test**

A new service offer is available in the CIUSSS de l’Estrie – CHUS territory. **Health care workers and asymptomatic caregivers** in RPAs and Private CHSLDs are invited to make an appointment at our designated screening centers (CDDs) and other screening service points to be screened systematically for COVID-19 (e.g.: to be screened once every two weeks). As recommended by the MSSS, preventive screening is a means of prevention to avoid outbreaks in these long-term care facilities.

To this effect, the operators of the COVID-19 Estrie call center will be available to make screening appointments. This service is exclusively reserved for health care workers and asymptomatic caregivers working in private RPAs and CHSLDs.

Please call **1 877 644-4545** (provincial line) to make an appointment or visit the [santeestrie.qc.ca](http://santeestrie.qc.ca) web page to determine the phone number and hours of operation associated with the screening location you will be visiting.

We are grateful for your ongoing collaboration – your loved ones’ health is our number one priority. If you have questions or need additional clarification, please contact me at [aeastman@masscom.ca](mailto:aeastman@masscom.ca) or by phone at 819-569-0546 x5004.

Wishing you & yours a blessed Easter holiday from all of us here at Grace Village. We look forward to the day we can celebrate with family and friends again!

On behalf of the Leadership Team,

A handwritten signature in black ink, reading "Andrea Eastman".

Andrea Eastman  
Interim Executive Director



## Because we care!

### Update: May 10, 2021

In order to comply with the Quebec Health Ministry's latest announcement about the Eastern Townships moving back into the **Red Zone – Level 4 Maximum Alert** as of May 10, 2021, we have implemented the precautionary measures that follow the directives for private seniors' residences in Quebec. Our goal is to continue 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. The CIUSSS-CHUS has indicated that **only one (1) Family Caregiver** per resident per day will be authorized inside the residence. Family caregivers must be pre-approved and added to the caregiver list to be able to visit their loved one.

While the Eastern Townships area is under Red Zone, a resident may only receive one Family Caregiver visit per day in their room. Family Caregivers may not circulate in the garden courtyards while we are in the Red Zone. **Family Caregivers may visit 7 days a week. Visits must be scheduled 24 hours in advance by contacting Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca) or 819-569-0546 ext. 5050 during regular business hours, Monday to Friday. This allows proper coordination with the care team as all Family Caregivers must continue to be screened and dressed in full PPE.** Family Caregiver visits must end before 9:00pm to respect the Quebec government's 9:30pm curfew.

#### 2. Facial Shields

Each Family Caregiver will be given a facial shield upon their first visit that they must wear while visiting a resident. Family Caregivers must disinfect their facial shield after each visit and are responsible for bringing it for their next visit. As we have a limited supply, a charge of \$5.00 will be applied for additional facial shields. Family Caregivers are welcome to bring their own facial shield or goggles.

#### 3. Indoor Visiting Station

Located in the Wellness Center, our Indoor Visiting Station is a space that is separated by a sturdy Plexiglass 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 during business hours, Monday to Friday, by contacting Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). Visits can be held between 9:00am and 3:00pm from Monday to Friday.

#### 4. Dining Rooms

The Ministry has indicated that our dining rooms may remain open, provided that we respect the resident bubbles.

## **5. Reminder: Virtual Visits**

We continue to 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 8:00am to 4:00pm, Monday to Friday. Please email Danielle Robertson at [gvrecreation@masscom.ca](mailto:gvrecreation@masscom.ca), including your name, the 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.

## **6. Packages & items**

We encourage you to limit the quantity of items brought to Reception. Items that cannot be disinfected will be quarantined for 72 hours (books, magazines, cardboard).

## **7. Resident Circulation**

Residents may walk in the gardens or on the Grace Village grounds wearing masks. Outings will be limited to essential medical appointments. All activities facilitated by the Recreation & Leisure team will be done room to room: on an individual basis, in small bubble groups of eight, or in socially distanced hallway activities.

## **8. Vaccination**

We have excellent news! Residents received their second dose of the COVID-19 vaccine last Friday morning, May 7! As with the first dose, a team from the CIUSSS administered the vaccines with the assistance of the Grace Village Nursing team. If you have any questions, please do not hesitate to contact Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). In recent weeks, our staff have begun to receive their second dose of the vaccine.

We thank you for your continued support in ensuring the care and security of your loved ones during this third wave.

On behalf of the Leadership Team,

A handwritten signature in black ink, appearing to read "Andrea Eastman".

Andrea Eastman  
Interim Executive Director  
Massawippi Retirement Communities

## Because we care!

### Update: May 26, 2021

We were very excited to hear the Quebec Government's plans for deconfinement and have since received more specific directives for private senior's residences. We invite you to take note of the following guidelines that will apply beginning **May 28** and **May 31**. We will follow up with further notices before we move into the yellow and green zones. We appreciate your ongoing commitment to keeping the Grace Village Community safe.

#### **Friday, May 28 - Red Zone:**

**Fun Fact:** This will mark 3 weeks since our residents received their 2<sup>nd</sup> dose of the COVID-19 vaccine and are considered fully vaccinated.

#### **Family Caregivers**

The CIUSSSE-CHUS has indicated that only one (1) Family Caregiver per resident, up to a maximum of two (2) Family Caregivers per day, will be authorized **inside** the residence at a time. Family Caregivers must be pre-approved and added to the caregiver list to be able to visit their loved one. Family Caregivers may not circulate in the garden courtyards.

3 Family Caregivers can schedule exterior visits each day at the designated locations and must at all times keep their masks on and respect social distance.

**Family Caregivers may visit 7 days a week. Visits must be scheduled 24 hours in advance by contacting Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca) or 819-569-0546 ext. 5050 during regular business hours, Monday to Friday. This allows proper coordination with the care team as all Family Caregivers must continue to be screened and dressed in full PPE.**

#### **Resident Circulation**

Residents may walk in the garden or on the Grace Village grounds wearing masks. Outings will be limited to essential medical appointments. All activities facilitated by the Recreation & Leisure team will be done room to room: on an individual basis, in small bubble groups of eight, or in socially distanced hallway activities. Church services can now be held in groups of 25 people.

#### **Monday, May 31 – Orange Zone:**

#### **Family Caregivers**

The CIUSSSE-CHUS has indicated that one (1) Family Caregiver per resident at a time will be authorized inside the residence, up to a maximum of three (3) Family Caregivers, per day. Family caregivers must be pre-approved by the resident or by their mandator and added to the caregiver list to be able to visit their loved one. These visits can take place in the residents' rooms inside, or in the garden or grounds of Grace Village. We must continue to limit the number of residents and family caregivers in the gardens at one time. Masks must remain on at all times, respecting 2 meters. Interacting with other residents and their visitors is not permitted.

Family Caregivers still need to arrive in clean clothes, perform hand hygiene before entering, have their temperature taken, receive a clean mask, complete the screening form and sign in (and out). They will not need to wear PPE (ISO gowns, foot covers, and visors). Residents continue to need masks during these visits, whether inside or outside.

### **Regular Visitors**

Residents can now receive regular visitors outside, up to 5 visitors per resident per day. There must be no exchange of any material between residents and visitors e.g.: food or other perishables, gifts, cards, money, etc. If visitors wish to bring items for their loved one, we need to be notified and disinfection guidelines apply. Visitors will need to perform hand hygiene, have their temperature taken, receive a clean mask, complete the screening form and sign in (and out). Residents must continue to wear masks during these visits and maintain 2 meters.

**All visits must be scheduled 24 hours in advance by contacting Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca) or 819-569-0546 ext. 5050 during regular business hours, Monday to Friday. This allows proper coordination with the care team.**

### **Resident Activities**

Activities facilitated by the Recreation & Leisure team can now be done in small bubble groups of ten.

We look forward to these additional freedoms our residents can begin to enjoy, and to updating you again with further good news.

Please contact me if you have any additional questions. I would be pleased to assist you.

On behalf of the Leadership Team,

A handwritten signature in black ink, appearing to read "Andrea Eastman".

Andrea Eastman  
Interim Executive Director  
Grace Village

## **Because we care!**

### **Update: June 8, 2021**

The Quebec government's plans for deconfinement continue to move forward, and we have received a few changes to the directives for private senior's residences while we remain in the Orange Zone. We also take this opportunity to share the changes when we move to the Yellow Zone on June 14. We appreciate your ongoing commitment to keeping the Grace Village Community safe.

#### **Monday, June 7 – Level 3 – Alert (Orange Zone):**

##### **Family Caregivers - Visits no longer need to be scheduled.**

For this week, only Family Caregivers may come for indoor visits, one (1) at a time. Family caregivers must be pre-approved by the resident or by their mandatary and added to the caregiver list. These visits can take place in the residents' rooms inside, or in the garden or grounds of Grace Village. We must continue to limit the number of residents and family caregivers in the gardens at one time to allow for social distancing. Masks must be worn at all times.

Family Caregivers still need to arrive in clean clothes, wash their hands before entering, have their temperature taken, receive a clean mask, complete the screening form and sign in (and out). They do not need to wear PPE (ISO gowns, foot covers, and visors). Residents continue to need masks during these visits, whether inside or outside.

##### **Regular Visitors - Visits no longer need to be scheduled.**

Residents can receive regular visitors outside, up to 5 visitors at a time. Visitors will need to wash their hands, have their temperature taken, receive a clean mask, complete the screening form and sign in (and out). Residents must continue to wear masks during these visits and maintain 2 meters.

##### **Outings including car rides**

Families & Visitors may now take residents on outings – **remember to sign the resident out with the nurse**. Residents from Wing B must also sign in & out in their wing. Residents, families and visitors must continue to wear masks and respect 2 meters.

##### **Volunteers**

We are pleased to welcome volunteers back to Grace Village! If you are interested in returning as a volunteer or becoming a volunteer, please contact Danica Montgomery from the Recreation & Leisure Team at extension 5007 or by email at [dmontgomery@masscom.ca](mailto:dmontgomery@masscom.ca).

##### **Resident Activities**

Activities can be held in groups of up to 10 residents. Residents can now use the Grace Village Library.

## **Monday, June 14 – Level 2 – Early Warning (Yellow Zone):**

### **Family Caregivers & Regular Visitors – Visits no longer need to be scheduled.**

No restrictions on the number of family caregivers or regular visitors for indoor or outdoor visits per day.

For interior visits, **up to a maximum of two people at a time from the same household.**

For exterior visits, **up to five people at the same time per visit.**

All visitors will need to follow the same screening process for indoor and outdoor visits including hand washing, signing in&out, screening forms, and having their temperature taken. Residents must continue to wear masks during these visits and maintain social distance.

### **Outings including car rides**

Families & Visitors may take residents on outings – **remember to sign the resident out with the nurse.** Residents from Wing B must also sign in & out in their wing. Residents, families and visitors must continue to wear masks and respect 2 meters.

### **Resident Activities**

Activities can be held in groups of up to 25 residents.

**Reminder:** Our interior visiting station is still available for visits, however visitors will need to reserve in advance by contacting Sandra Klinck at sklinck@masscom.ca or 819-569-0546 ext. 5050 during regular business hours, Monday to Friday. This allows proper coordination with the care team.

We thank you for your collaboration as we safely lift these restrictions. We will update you further before we move to Green Zone.

Please contact me if you have any additional questions. I would be pleased to assist you.

On behalf of the Leadership Team,

A handwritten signature in black ink, appearing to read "Andrea Eastman".

Andrea Eastman  
Interim Executive Director  
Grace Village



## Because we care!

### Update: June 22, 2021

The Quebec government's plans for deconfinement continue to move forward, and we have received the updated directives for private senior's residences as we move into Green Zone on Monday, June 28. We appreciate your ongoing commitment to keeping the Grace Village Community safe.

#### **Monday, June 28 – Level 1 – Vigilance (Green Zone):**

##### **Family Caregivers & Regular Visitors – Visits no longer need to be scheduled.**

No restrictions on the number of family caregivers or regular visitors for indoor or outdoor visits per day. Visitors do not need to be from the same household.

For interior visits, **up to a maximum of two (2) people at a time** (3 including the resident).

For exterior visits, **up to a maximum of nine (9) people at a time** (10 including the resident).

All visitors & volunteers will need to follow the same screening process for indoor and outdoor visits including hand washing, signing in & out, screening forms, having their temperature taken, and receiving a clean medical mask. Residents must continue to wear masks during these visits and maintain social distance.

Visitors may visit more than one resident in a visit. No pets allowed yet. Visitors and residents may circulate in the common areas, respecting social distancing. Family caregivers may bring home personal laundry.

##### **Outings including car rides**

Families & Visitors may take residents on outings – **remember to sign the resident out with the nurse.** Residents from Wing B must also sign in & out in their wing. Residents, families and visitors must continue to wear masks and respect 2 meters.

**Reminder:** Our interior visiting station is still available for visits, however visitors will need to reserve in advance by contacting Sandra Klinck at sklinck@masscom.ca or 819-569-0546 ext. 5050 during regular business hours, Monday to Friday. This allows proper coordination with the care team.

We thank you for your collaboration as we safely lift these restrictions. We will update you further should these guidelines change within the Green Zone.

Please contact me if you have any additional questions. I would be pleased to assist you.

On behalf of the Leadership Team,



Andrea Eastman  
Interim Executive Director  
Grace Village

## Because we care! Update: July 22, 2021

We have received updated directives for private senior's residences as Quebec's vaccination efforts continue, and as COVID-19 cases in the Eastern Townships continue to fall. We appreciate your ongoing commitment to keeping the Grace Village Community safe, while in the **Green Zone**.

Some of the new directives are based on a resident or visitor's vaccination levels. The definitions are:

- Considered "**protected**" if a person is/has:
  - seven days past their second dose of a COVID-19 vaccination
  - fourteen days past a dose of Johnson & Johnson vaccine
  - recovered from COVID-19 within the last 6 months
  - recovered from COVID-19 over 6 months ago and has received (over 7 days before) at least one dose of a COVID-19 vaccine.
- Considered "**unprotected**" if a person is/has:
  - never had COVID-19 and is completely unvaccinated, or it is less than 14 days since their first dose of a COVID-19 vaccine
  - recovered from COVID-19 over 12 months ago and has never been vaccinated (or they are less than 7 days since their first dose)
  - immunocompromised (vaccinated or not, recovered from COVID-19 or not)
- Considered "**partially protected**" if a person is/has:
  - 14 days past their first dose of a COVID-19 vaccination (excluding if they received the single-dose Johnson & Johnson vaccine)
  - less than 7 days past their second dose of a COVID-19 vaccine
  - recovered from COVID-19 more than 6 months ago but less than 12 months ago and has not received any COVID-19 vaccinations
  - recovered from COVID-19 more than 6 months ago but less than 12 months ago and has received one dose of a COVID-19 vaccine less than 7 days ago.

All visitors & volunteers will need to follow the same screening process for indoor and outdoor visits. This includes handwashing upon arrival, receiving a clean medical mask, signing the visitor's log, and completing the screening form.

### Family Caregivers & Regular Visitors

If you visit more than one resident, each one must be indicated on the screening form. In all common areas of the Care Pavilion, visitors must maintain social distance, wear a medical mask and do frequent hand hygiene.

For *interior visits*:

- Up to a maximum of **two (2) people at a time** (3 including the resident) can be in the resident's room.
- When the visitors and the resident are all **considered protected**, social distancing and masks are not required while in the resident's room.
- When a visitor or the resident is considered **unprotected or partially protected**, social distancing and masks are required at all times.

For exterior visits, **up to a maximum of nine (9) people at a time.**

- When the visitors and the resident are all **considered protected**, masks and social distancing are not required.
- When a visitor or the resident is considered **unprotected or partially protected**, social distancing of 2 meters and wearing a mask is still required.

### **Pets**

We welcome pets at the exterior visiting stations. Please be sure to obtain a copy of our pet policy procedure.

### **Goggles and visors**

They are only required for residents in isolation.

### **Meals**

Due to limited space, visitors are not allowed in the dining rooms during meals. If you wish to have a meal with your loved one, please make a reservation at extension 5011, **24-hours in advance.**

### **Outings including car rides**

Families & visitors may take residents on outings – **remember to sign the resident out with the nurse.** Residents from Wing B must also sign in & out in their wing. Residents, families, and visitors must continue to wear masks and respect 2 meters in public.

### **Volunteers**

We are delighted to have our volunteers back at Grace Village. If you are interested in becoming a volunteer, please contact Danica at [dmontgomery@masscom.ca](mailto:dmontgomery@masscom.ca).

We thank you for your collaboration as we continue to safely lift these restrictions.

On behalf of the Leadership Team,

A handwritten signature in cursive script that reads 'Liane J. Anderson'.

Liane Anderson  
Community Relations Manager  
Grace Village

## **Because we care!**

### **Update: September 20, 2021**

As announced by the premier of Quebec on September 7, family caregivers and all other visitors and volunteers visiting Grace Village **after October 15** will be required to provide proof that they are adequately vaccinated against COVID-19. Please kindly share this information with your family members and other visitors.

#### **Family Caregivers & Regular Visitors**

All visitors and volunteers will need to follow the same screening process for indoor and outdoor visits. This includes handwashing upon arrival, receiving a clean medical mask, signing the visitor's log, and completing the screening form.

If you visit more than one resident, each one must be indicated on the screening form. In all common areas of the Care Pavilion, visitors must maintain social distance, wear a medical mask and do frequent hand hygiene.

#### **Impact on Care & Services**

The premier of Quebec also announced on September 7th that employees working in private health care facilities will be required to be adequately vaccinated before October 15. Employees who have chosen not to be vaccinated as of October 15, will be suspended without pay. We do not know for what length of time this requirement will be in place. We are actively encouraging employees to get vaccinated prior to October 15.

In addition to on-going recruitment strategies, here are some of the steps that we are taking to address this situation:

- Continuing the government wage premiums as the government reduces them
- Making shift adjustments
- Offering one on one support for staff
- Providing tools and coaching for leaders
- Implementing the emergency staffing contingency plan

Please share the following link to see the list of recruitment needs at Grace Village:

[www.gracevillage/careers](http://www.gracevillage/careers).

#### **Outings including car rides**

Families & visitors may take residents on outings – **remember to sign the resident out with the nurse**. Residents from Wing B must also sign in & out in their wing. Residents, families, and visitors must continue to wear masks and respect 2 meters in public.

#### **Reservations for meals with residents**

If you wish to have a meal with your loved one in the Bistro, please make a reservation with Alexandra at extension 5011, **24-hours in advance**.



1515, rue Pleasant View, Sherbrooke, QC, J1M 0C6  
Tel.: 819-569-0546

### **Pets**

We are pleased to announce that indoor pet visits may resume. As per our new pet policy, we would like to meet your pet before their first visit, even if they have visited Grace Village prior to the pandemic. Please contact the Recreation & Leisure team at [gvrecreation@masscom.ca](mailto:gvrecreation@masscom.ca), to complete a short screening.

### **Volunteers**

We are so grateful for our volunteers and there are a range of ways that you can be involved. If you are interested in becoming a volunteer at Grace Village, please contact Danica at [dmontgomery@masscom.ca](mailto:dmontgomery@masscom.ca).

We thank you for your continued support and trust as we navigate this challenging time together.

On behalf of the Leadership Team,

Andrea Eastman  
Interim Executive Director  
(819) 569-0546, extension 5004  
Grace Village

## Because we care!

### Update: October 12, 2021

As of **October 15**, family caregivers and all other visitors and volunteers visiting Grace Village will be required to provide proof (QR code) that they are adequately vaccinated against COVID-19. This is in accordance with the government directives for certified private senior's residences (RPA). Please kindly share this information with your family members and other visitors.

#### **Family Caregivers & Regular Visitors**

All visitors and volunteers will need to follow a screening process for indoor and outdoor visits. This includes handwashing upon arrival, receiving a clean medical mask, signing the visitor's log, and completing a screening form.

Visitors must also note the names of the residents they are visiting. In all common areas of the Care Pavilion, visitors must wear a medical mask and do frequent hand hygiene.

#### **Impact on Care & Services**

As mentioned in the September 20<sup>th</sup> COVID-19 Notice, employees working in private health care facilities are required to be adequately vaccinated before October 15. We need to make you aware that the mandatory vaccination decree, combined with the on-going labour shortage, will impact our teams and the delivery of care & services at Grace Village.

In addition to on-going recruitment strategies, here are some of the steps that we are taking to address this situation:

- Hiring additional Resident Supports Aides in the nursing care wings
- Assigning teams of volunteers to provide support during critical periods
- Making shift adjustments
- Offering one on one support for staff
- Providing tools and coaching for leaders
- Continuing the government wage premiums as the government reduces them
- Implementing the emergency staffing contingency plan

Please visit & share the following link to see the list of recruitment needs at Grace Village:

[www.gracevillage/careers](http://www.gracevillage/careers).

#### **Reservations for meals with residents**

If you wish to have a meal with your loved one in the Bistro, please reserve with Alexandra at extension 5011. We greatly appreciate a **24-hour notice** for your reservation.

### **Pets Visits**

We are pleased to announce that indoor pet visits have resumed. As per our new pet policy, we would like to meet your pet before their first visit, even if they have visited Grace Village prior to the pandemic. Please contact the Recreation & Leisure team at [gvrecreation@masscom.ca](mailto:gvrecreation@masscom.ca), to complete a short screening.

### **Recruiting Volunteers**

We are so grateful for our volunteers and there are a range of ways that you can be involved.

- Friendly Companion
- Special Events Volunteer
- Activity Aide
- Musician
- Pet Visitor
- Gardener
- Dining Room Host/Hostess
- Kitchen Aide
- Bistro or Tuck Shop Attendant
- Administrative Aide/ Greeter
- Appointment/Outing Companion
- Laundry Aide
- Mending & Clothing Repair
- Employee transportation back and forth from Lennoxville to Grace Village

If you are interested in becoming a volunteer, please contact Danica at [dmontgomery@masscom.ca](mailto:dmontgomery@masscom.ca).

### **Resident Christmas Banquets**

Christmas is just around the corner. We are planning to host a series of Christmas banquets by wing for residents and their guests (one guest per resident). Stay tuned for more details.

We thank you for your continued support and trust as we navigate this challenging time together.

On behalf of the Leadership Team,



Andrea Eastman  
Interim Executive Director  
(819) 569-0546, ext. 5004  
Grace Village



## Because we care!

### Update: November 1st, 2021



We want to thank everyone for their cooperation and ongoing commitment to keeping the Grace Village Community safe over the past months in response to the COVID-19 pandemic. We invite you to take note of the following updates:

#### **Visitation Station**

Since October 15, unvaccinated families and visitors may use the Visitation Station to meet with a resident. This designated area allows unvaccinated families or other visitors 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](mailto:sklinck@masscom.ca). Visits can be held between 9am and 3pm from Monday to Friday.

The Visitation Station is accessible from the external door to the Wellness Centre. Upon entering the Visitation Station, all visitors must disinfect their hands and complete the screening form provided. Unvaccinated visitors may not have access to the washrooms inside the Pavilion.

#### **Flu Vaccination Clinic**

Our residents were vaccinated against influenza last week and our campaign continues this week for our employees. Please note that we will not be hosting a flu vaccination clinic for the community this year.

#### **Third COVID-19 vaccine**

The third dose will be available for our residents this month. A team from the CIUSSS will come on-site and work with our nursing team to vaccinate our residents.

#### **Construction**

If you have visited Grace Village recently, you may have noticed some construction work being done. These changes, required by la Régie du bâtiment, were identified prior to the pandemic however could only recently be completed due to the directives for senior’s residences.

#### **Adopt a tree at Grace Village**

Would you like to be part of our Christmas decorating team at Grace Village? We are looking for resident families and volunteers to “adopt” one of our many Christmas trees in the pavilion. Decorations and lights will be provided. Contact our Recreation Team at [gvrecreation@masscom.ca](mailto:gvrecreation@masscom.ca) to sign up.

#### **Christmas Tea and Sale**

Grace Village will be hosting a Christmas Tea and Sale on Saturday, November 27 from 9am to 11:30am in Faith Hall open to residents, employees, resident families, and volunteers of Grace Village. This event will not be open to the general public. Please join us for holiday refreshments, sales tables and more! If you would like to have a sales table, please contact [gvrecreation@masscom.ca](mailto:gvrecreation@masscom.ca) by November 12, 2021.





1515, rue Pleasant View, Sherbrooke, QC, J1M 0C6  
Tel.: 819-569-0546

### **Resident Christmas Celebrations**

We are planning four Christmas celebrations by wing this year with a special Christmas program & music to share some holiday cheer. Festive desserts will be served for the residents and their guests (one guest per resident). Please RSVP by November 24 at [rsvp@masscom.ca](mailto:rsvp@masscom.ca).

- ❖ Wing A (rooms 1001 to 1030): 2-4pm in Faith Hall on Saturday, December 4
- ❖ Wing B (rooms 2001 to 2030): 2-4pm in Faith Hall on Friday, December 3
- ❖ Wing C (rooms 3001-3021): 2-4pm in Wing C on Friday, December 10
- ❖ Wing C and D (rooms 3022 to 3030 and 4001 to 4030): 2-4pm in Faith Hall on Saturday, December 11

We are so grateful for the support of our community, and we look forward to seeing you at the upcoming events at Grace Village.

On behalf of the Leadership Team,

Andrea Eastman  
Interim Executive Director  
(819) 569-0546, ext. 5004  
Grace Village



## Because we care! Update: December 1st, 2021



Season's Greetings to all our residents and mandataries as we share the joy and festivities of this special time of year. We invite you to take note of the following updates:

### Resident Christmas Celebrations

We look forward to the four Christmas celebrations that will be held by wing with a special Christmas program to share some holiday cheer. Festive desserts will be served for the residents and their guests (one guest per resident). **Please RSVP today at [rsvp@masscom.ca](mailto:rsvp@masscom.ca).**

- Wing A (rooms 1001 to 1030): 2-4pm in Faith Hall on Saturday, December 4
- Wing B (rooms 2001 to 2030): 2-4pm in Faith Hall on Friday, December 3
- Wing C (rooms 3001 to 3021): 2-4pm in Wing C on Friday, December 10
- Wing D (rooms 3022 to 3030 & 4001 to 4030): 2-4pm in Faith Hall on Saturday, December 11

### Gifts for Employees

As initiated last year, while we are grateful for the ongoing support demonstrated by residents and their families towards our employees, we would like to limit the gifts brought to Grace Village during the holiday season (e.g., chocolates, treats, etc.). Alternatively, residents and mandataries are encouraged to donate to the Grace Village Employee Christmas Fund at <http://weblink.donorperfect.com/staffchristmas2021>. Funds collected will go towards celebrating our employees through the holiday season.

### Christmas Eve Service

There will be a Christmas Eve Service for the residents on December 24<sup>th</sup> at 3pm in Faith Hall. Dr. Robert Frazer and his family have made it a tradition to provide the Christmas Eve service over many years. We look forward to an afternoon of music, carols, and an inspiring Christmas message. Please consult the December calendar for other special events throughout the holiday season.

### Visiting Station

Since October 15, unvaccinated families and visitors may use the Visiting Station in the Wellness Centre to meet with a resident. This designated area, protected with a plexiglass barrier, allows visitors to meet "face-to-face" without a mask. Visits must be scheduled at least 24 hours in advance by contacting Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). Visits can be held between 9am and 3pm, Monday to Friday.

The Visiting Station is accessible from the external door to the Wellness Centre. Upon entering the Visiting Station, all visitors must disinfect their hands and complete the screening form provided.

### Guest Suites

We have converted one of our guest suites into office space due to building regulations. The other guest suite remains available for reservations.

### Reservations for meals with residents

If you wish to have a meal with your loved one in the Bistro, please reserve with Alexandra at extension 5011. We greatly appreciate a **24-hour notice** for your reservation. For larger gatherings, a one-week notice is required. There is a minimum fee of \$15 for tea and coffee service for 10 people or more.

### Business Office Hours

The Business Office will be closed on December 24 and 31. Reception will be open to greet visitors from 9am to 4pm.

We would like to express our thanks for your exceptional support for our residents and employees during this second year of the pandemic. We have so much to be thankful for, especially the joy of what this season truly represents.

Merry Christmas from everyone here at Grace Village!

On behalf of the Leadership Team,



Andrea Eastman  
Interim Executive Director  
(819) 569-0546, ext. 5004  
Grace Village



“For to us a child is born, to us a son is given; and the government shall be upon his shoulder, and his name shall be called Wonderful Counselor, Mighty God, Everlasting Father, Prince of Peace.” – Isaiah 9:6

## Because we care!

### Update: December 20, 2021

Season's Greetings to all our residents and mandataries. Following the Quebec Health Ministry's latest announcement of changes effective December 20, 2021, we have implemented the precautionary measures that follow the directives for private seniors' residences. We invite you to take note of the following updates:

#### **Family Caregiver visits and Regular visits**

All visitors must be adequately protected (double vaccinated) and visits are now limited to residents' rooms. **Residents may receive up to two (2) visitors at a time and up to five (5) visitors per day.** It is highly recommended that children also be adequately protected. Certain exceptions apply for end-of-life care.

Common areas may no longer be used for visits and visitors circulating in the hallways must maintain social distance (2 metres) at all times.

#### **Meals with residents in common areas**

The new directives no longer permit meals or gatherings in the common areas in the pavilion. For families who had made reservations for the next few weeks, these will be cancelled. A maximum of two guests may eat with a resident in their room, however we are not able to provide guest meals at this time.

#### **Temperatures**

Due to the increase of COVID-19 cases in the Eastern Townships, all visitors must again have their temperature taken and recorded on the screening form prior to each visit.

#### **Recreation & Leisure**

Group activities will continue provided that social distance can be maintained. According to the ministry directives, family caregivers may no longer accompany residents to activities (e.g., bingo or Tea Time).

#### **Guest Suites**

Due to the new directives, the guest suite will be closed until further notice. Thank you for your understanding.

#### **Visiting Station**

Since October 15, unvaccinated families and visitors may use the Visiting Station in the Wellness Centre to meet with a resident. This designated area, protected with a plexiglass barrier, allows visitors to meet "face-to-face" without a mask. Visits must be scheduled at least 24 hours in advance by contacting Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). Visits can be held between 9am and 3pm, Monday to Friday.



1515, rue Pleasant View, Sherbrooke, QC, J1M 0C6  
Tel.: 819-569-0546

**Reminder: Virtual Visits**

We continue to offer our virtual visits program. Our Recreation & Leisure staff can facilitate virtual visits between you and your loved ones. Virtual visits can be scheduled from 8:00am to 4:00pm, Monday to Friday. Please email [gvrecreation@masscom.ca](mailto:gvrecreation@masscom.ca), including your name, the 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.

**Business Office – Holiday Hours**

The Business Office will be closed on December 24 and 31, however a greeter will be present to welcome visitors during regular business hours. On December 25<sup>th</sup>, greeter hours will be from 10am to 3pm.

On behalf of the Leadership Team, may your Christmas be blessed with the joys of the season.

Andrea Eastman  
Interim Executive Director  
(819) 569-0546, ext. 5004  
Grace Village

## Because we care!

### Update: December 24, 2021

Here are the new directives that we received on Dec 23 from the CIUSSS-CHUS de l'Estrie. The purpose of this update is to further restrict access, to reiterate the importance of infection control measures, and to outline the guidelines for a private seniors' residence. We invite you to take note of the following updates:

#### Family Caregiver visits and Regular visits

All visitors must be adequately protected (double vaccinated) and visits are now limited to residents' rooms.

- **December 23, 24 and 25:** 2 visitors at a time, for a maximum of **4 visitors** daily.
- **As of December 26:** a maximum of 2 visitors at a time, for a maximum of **2 visitors** daily.

It is highly recommended that children also be adequately protected and children over the age of 2 must wear a mask. 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).

#### Screening and isolation - Residents

If a resident is returning from the hospital or has been absent from Grace Village for **more than 24 hours**, they will be tested and placed in isolation in their room for 5 days upon their return. The nurse must be informed of their arrival time upon return so that they are available for testing.

No isolation is required for absences of **less than 24 hours**. If a resident participates in a private gathering in a private home (family), they must follow the directives applicable to the general population. All family members who gather with a resident in their home must be adequately protected (doubly vaccinated), maintain social distance of 2 metres and wear a mask at all times except during meals. During the gathering, we recommend that you keep a window open to ensure proper air circulation.

However, upon returning to Grace Village, a resident without symptoms who has not been in close contact with someone with COVID-19 must be screened daily for symptoms for a period of 14 days.

A resident without symptoms who has been in close contact with a person with COVID-19 will be placed in preventative isolation for 10 days. A negative test is required between day 8 and day 9 following a return to Grace Village. Finally, daily monitoring of symptoms is also required for a period of 14 days.

#### Meals with residents in common areas

The new directives no longer permit meals or gatherings in the common areas in the pavilion. For families who had made reservations for the next few weeks, these will be cancelled. A maximum of two guests may eat with a resident in their room, however we are not able to provide guest meals at this time.

### **Temperatures**

Due to the increase of COVID-19 cases in the Eastern Townships, all visitors must again have their temperature taken and recorded on the screening form prior to each visit.

### **Recreation & Leisure**

Group activities will continue provided that social distance can be maintained. According to the ministry directives, family caregivers may no longer accompany residents to activities (e.g., bingo or Tea Time).

### **Visiting Station**

Since October 15, unvaccinated families and visitors may use the Visiting Station in the Wellness Centre to meet with a resident. This designated area, protected with a plexiglass barrier, allows visitors to meet “face-to-face” without a mask. Visits must be scheduled at least 24 hours in advance by contacting Sandra Klinck at [sklinck@masscom.ca](mailto:sklinck@masscom.ca). Visits can be held between 9am and 3pm, Monday to Friday.

Thank you for your vigilance and unwavering efforts to keep our residents, and one another, safe.

Wishing you a blessed Christmas!

On behalf of the Leadership Team,



Andrea Eastman  
Interim Executive Director  
Grace Village