

UPDATE FROM NORTH CENTENNIAL MANOR, JANUARY 11, 2022

Dear Essential Caregiver of NCM Residents,

North Centennial Manor is taking all precautions possible to prevent COVID from entering the Manor. These measures include:

- Rapid Antigen Testing all staff and Essential Caregivers each day
- Following all PHU guidelines related to isolating residents and swabbing residents
- Preventing staff from attending work who have had exposure to COVID or who swab positive on Rapid Antigen Testing or who have any sign or symptom of respiratory ailment
- Enhanced cleaning and disinfecting
- Mask wearing, distancing, cohorting staff and residents, and of course the extensive use of alcohol-based hand rub

Needless to say, the mandatory time away from work that staff must take when they are in quarantine has seriously impacted our ability to staff the Home. Our number one priority has always and will always be the residents. For this reason, we are pulling from all departments to ensure that resident care is not interrupted by staffing issues, which unfortunately impacts the services that we offer to families.

NEW & IMPORTANT CHANGES TO NOTE:

Going forward, please note the following important changes:

- **VISITING HOURS:** visiting hours will now be established as **10:00 am to 7:30 pm ONLY**. (Important: due to staff changeover, no Essential Caregiver will be allowed entry between 2:00 and 3:00 pm.)
- **SWABBING HOURS:** Rapid Antigen Testing of Essential Caregivers will be available to fully-vaccinated Essential Caregivers each day and ONLY between the following hours:
 - **From 10:00 to 10:30 am**
 - **From 1:00 to 1:30 pm**
- Exceptions will only be made for the families of residents who are classified by the Manor as being at End of Life.

IF YOUR LOVED ONE IS IN ISOLATION:

We ask for all Essential Caregivers who have a loved one in isolation to arrange their visits around lunch or supper. It is much more pleasant and interesting for a resident who is used to social dining to have a loved one sitting with them during their meal. The pleasant conversations and memories that you can share with your loved one help to stimulate appetite and enjoyment with the dining process. Please know that lunch is served at 12:00 pm and supper is served at 5:00 pm. If you choose to attend for a meal, please ensure you are swabbed earlier in the day during the identified SWABBING HOURS above.

We hope that these measures will be of short duration and that the pressures that this 5th wave have placed on all health care facilities are soon to be alleviated.

Your partner in care,

North Centennial Manor