



**Legacy Senior Living
Novel Coronavirus (COVID-19)
Health & Safety Protocols
General Update, Guest Services, Wellness**

June 1, 2020

To: Residents and family members

Updates – General Update, Guest Services, Wellness

First – a warm and heartfelt thank you to all of you!

June is quickly approaching and we want to personally thank each and every one of you and your families, for your valiant efforts, dedication, commitment and cooperation over these last few months to keep all the residents, family members and employees of Legacy Senior Living safe during these trying times.

Your desire and continued commitment to keep everyone safe and healthy is very evident and we thank you!

Here at Legacy Senior Living, our commitment remains firm in doing everything we can to implement protective measures in maintaining the safety and well-being of our residents and employees in the fight against COVID-19.

We will continue to follow the protocols outlined by the BC Ministry of Health, Provincial Health Officer Dr. Bonnie Henry, BC Health Minister Adrian Dix, BCCDC (BC Centre for Disease Control), BCSLA (BC Seniors Living Association) and WorkSafeBC and the specific policies and protocols outlined for seniors and those who are high risk as we enter each new phase of COVID-19 in British Columbia.

Legacy Senior Living's COVID-19 No Visitor Policy remains in place until further notice:

- The Legacy Senior Living COVID-19 No Visitor Policy remains in place as outlined by the BC Ministry of Health and BCSLA until further notice. This applies to visitors both inside and outside the building.

The nature of COVID-19 has a greater impact on older citizens, seniors and those of high risk, which means that the best our residents can do is to minimize contact with others from the outside.

As outlined by the Ministry of Health, "For Elders in long term care homes and assisted living facilities, we are working hard to find innovative ways to allow for that important social connection in a safe way."

PLEASE DO NOT GO OUT OR LEAVE THE BUILDING FOR ANYTHING NON-ESSENTIAL OR TO MEET YOUR FAMILY OR FRIENDS.

- **The more people we interact with others, the higher the risk for exposure and the higher the likelihood to spread the illness.**

- **Essential Appointments**
 - All essential appointments must be approved by Jennie or Amber. Please continue to contact Jennie or Amber before confirming appointments or leaving the building. Amber will arrange transportation once approved. Masks and gloves will be provided for safety.

- **Safe Social Connections with your Family and Friends:**
 - **Virtual Visits**
 - The concierge team would be delighted to assist you with staying connected to your family and friends with video calls on Skype, FaceTime, Zoom, WhatsApp, or Messenger and set up appointments.
 - Ask the concierge team to lend you one of the two iPads available.
 - They will set you up to enjoy virtual happy hours, birthday parties, trivia games and a daily catch up with family, grandchildren and friends.
 - **Visits through the windows!**
 - Enjoy social distanced visits with family and friends through the windows – at the courtyard or from your window or balcony.
 - Residents will stay indoors near the lounge and bistro or in their suite while family and friends stay outside and visit with the glass windows in between.
 - **Thank you for ensuring that the patio doors remain closed at all times.**
 - Remember to bring your cell phones with you so you can hear each other clearly as you see each other face to face from a distance.

- **Delivery of Care Packages, Groceries, Flowers and other Items**
 - The concierge will continue to deliver items to your suite as they arrive – care packages, groceries, flowers, newspaper subscriptions, Canada Post mail etc.
 - **Please ensure that all individual packages are marked and identified clearly with the name (both first and last name) and suite number for the resident. Please mark each box, each envelope, each package and each shopping bag.**
 - Please use the buzzer at the north or south entrance and let us know your name. Please place the package on the table in the doorway. The concierge will sanitize the package and then immediately deliver to the resident.

- **Hair Salon and Spa**
 - The Salon is open to residents of Legacy Senior Living only for haircuts, manicures and pedicures.
 - All safety protocols outlined by WorkSafeBC are being followed.
 - Please wear a mask during your appointment.
 - Please contact Kim for nails at 778-928-5901 and Teresa for hair at 604-603-8168 to book your appointment.

- **Social and Physical Distancing at Legacy**
 - **Please practice social and physical distancing at all times.**
 - While on escorted walks.
 - While waiting for the hostess to seat you in the restaurant.
 - While waiting for assistance at the concierge desk.
 - While waiting for a fitness class, waiting for or returning from a walk.
 - While waiting for the elevator.
 - While speaking with another resident or an employee.
 - **Please take note the marked signage on the floors and in the elevators to assist with social and physical distancing and keeping 2 metres or 6 feet apart.**

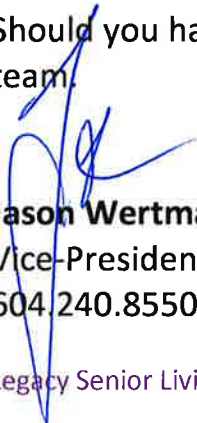
- **Please wash your hands often and use hand sanitizer.**
- **Monitoring Symptoms - if you experience any symptoms, please stay in your suite and contact Jennie right away.**

At Legacy, we have always taken pride in providing quality service, food and care of our residents. Our commitment remains the same regardless of the current challenges we face. Your health, safety and well-being and that of our employees is our No. 1 priority and the motivating factor in implementing these added safety precautions.

We are all in this together. Let's stay strong, do our part and stay safe!

Be Kind, Be Calm, Be Safe.

Should you have any questions or concerns, feel free to speak to any one of our management team.



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Maître D'
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**Legacy Senior Living
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Health & Safety Protocols
Food & Beverage Service**

June 1, 2020

To: Residents and family members

Updates Food & Beverage Service in the Ash Street Bistro Restaurant

We are excited to announce that as of Thursday June 4, 2020 the Ash Street Bistro will be open for all meals. Things might look a little different for the next little while though, as we adapt to the requirements laid out by the BC Ministry of Health and WorkSafeBC.

Here at Legacy Senior Living, our commitment remains firm in doing everything we can to implement protective measures in maintaining the safety and well-being of our residents and employees in the fight against COVID-19.

- **The restaurant is open for residents of Legacy Senior Living only until further notice.**
- To continue to minimize risk of exposure, all restaurant employees will wear Personal Protective Equipment (PPE) and will have designated tasks.
 - One server will serve your delicious meals and another server will remove your finished plates.
 - One server will be designated to sanitize and disinfect tables and chairs after each use.
- As required by WorkSafeBC, all tables will be separated by 2 metres or 6 feet and allow space for employees and servers to take your order.
- Booths will not be used. One person per table with the exception of couples.
- Please use hand sanitizer when you enter and exit the restaurant.
- Please come to the hostess stand and wait to be seated by the hostess.
 - Please maintain the physical and social distancing requirements of 2 metres or 6 feet between residents and employees.
 - Please take note of the marked floor signs to maintain distance.
 - Please wait in the designated seating areas near the grand piano.

- **Reservations are required for dinner and recommended for lunch.**
 - **Please make your reservation with the concierge.**
- **Service Times are as follows:**
 - **Breakfast: Seating times: 7:00 am, 8:00 am or 9:00 am**
 - **Lunch: 11:30 am to 2:00 pm**
 - **Coffee & Tea: 2:00 pm**
 - **Happy Hour: 2:00 pm every day**
 - **Dinner: Seating times: 4:00 pm, 5:15 pm or 6:15 pm**

Breakfast:

- We will be returning to a continental breakfast, although it will not be a buffet.
- Please wait to be seated.
- Servers will come to your table with coffee, tea and juice and take your orders for cereal, oatmeal, toast, congee, and breakfast goodies.
- An a la carte hot breakfast will be available from 8:30 am to 3:00 pm.

Lunch:

- Lunch will return to a la carte in the restaurant.
- The lunch menu features exciting new dishes and a few old favorites that you have requested.
- Reservations for lunch are recommended.

Meal Plans:

- If you are on Meal Plan B, all meals are included.
- If you are on Meal Plan A, this includes continental breakfast and your choice of lunch or dinner daily. Any a la carte items you choose will be included in your monthly incidentals.

Room Service/ Pick up / Delivery

- Please call the concierge or call 1031 to submit your order for breakfast, lunch or dinner.
 - **Breakfast: Pick-up and delivery anytime between 7:00 am and 9:00 am**
 - **Lunch: Pick-up and delivery anytime between 11:30 am and 2:00 pm**
 - **Dinner:**
 - Please call to submit your order by 3:00 pm for pick-up and delivery at 4:00 pm
 - Please call to submit your order by 5:00 pm for pick-up and delivery at 6:00 pm

- **Please note the following:**

- **Collection of Garbage and Recycling**


- Servers will collect your garbage and recyclables after dinner service.
- Please do not leave food, disposable boxes, cups or plates in the hallway.
- Thank you for maintaining the cleanliness of the building.

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**Legacy Senior Living
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Health & Safety Protocols
Exercise Programs and Group Activities**

June 1, 2020

To: Residents and family members

Updates to Exercise Programs and Group Activities

Here at Legacy Senior Living, our commitment remains firm in doing everything we can to implement protective measures in maintaining the safety and well-being of our residents and employees in the fight against COVID-19.

Things might look a little different for the next little while though, as we adapt to the requirements laid out by the BC Ministry of Health and WorkSafeBC.

We recognize that social interaction as well as physical and intellectual stimulation are very important and have expanded our schedule for June. We encourage all our residents to stay active and keep their daily routines going.

- **Please note that all programs are on a first come, first served basis.**
- **All programs will be offered in small groups of 8 residents only, to maintain physical and social distancing requirements.**
- **Please use hand sanitizer before and after taking fitness class and participating in any other activity.**
- **Please practice physical distancing when arriving or departing from all group activities and programs.**
 - **Please maintain the physical and social distancing requirements of 2 metres or 6 feet between residents and employees.**
 - **Please take note of the marked floor signs to maintain distance.**
- **As recommended by Annette, take all opportunities for movement with walks and exercise classes. Keep moving, telling jokes and smiling at others whenever you can. A smile goes a long way.**

- Fitness classes have resumed with limited capacity and instructors guiding via microphone from the outside of the building.
- Some classes with continue via video instruction and employee supervision.
 - Fit with Lisette
 - Stretch with Lisette
 - Guided Meditation
 - Zumba
 - Tai Chi
 - Chair Yoga
- Scheduled walks accompanied by employees with continue as usual.
- We continue to plan live entertainment outside.
Enjoy the music, dance and get in the groove!
- Movies, Documentaries, Ted Talks, and Trivia will resume with limited capacity.
- Come to our Falls Prevention Information Session on June 17 and learn more about maintaining mobility and balance while staying independent.
- Knit and Chat
 - The Knit and Chat group received a grant for \$200 for their application to the Vancouver Foundation -Neighbourhood Small Grants, for the Knit & Chat project - making scarves for the Homeless.
 - The group will resume, meet weekly and continue to support this wonderful cause.

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