



Legacy Senior Living Novel Coronavirus (COVID-19) Health & Safety Protocols – Update

June 26, 2020

To: Residents and family members

Updates:

We understand that these last few months have been difficult dealing with the threat of COVID-19. Our policies and protocols were put in place to avoid exposure to everyone here to keep residents, employees and family members of Legacy Senior Living healthy and safe. We thank you all for your continued compliance and cooperation during this time.

With the expertise and guidance of the BC Ministry of Health, Provincial Health Officer Dr. Bonnie Henry and BC Health Minister Adrian Dix, the Province of British Columbia has moved through Phase 2 and into Phase 3 of re-opening businesses. Due to these relaxations, many of you and your families have asked that we make changes as well.

After much consideration, and taking your requests and concerns into account, the inquiries and requests by residents and family and from all the available information, guidance and regulations from our governing health authorities, and above all, your health and wellbeing, we will be making some more changes going forward. We do, however, urge you to use as much caution as possible, as the risk of COVID-19 has not disappeared completely.

Firstly, we have been informed that the definition of an “essential outing” has been expanded to not just urgent medical visits but also can include any health care and medical appointments, financial matters, personal care services, as well as shopping for groceries and pharmaceutical items.

Many of you will want to start to get out and do more of these things, so we have scheduled our chauffeur services daily, Monday to Friday beginning Monday July 6, 2020, from 8:00AM to 4:00PM. Please schedule your outing directly with the concierge team or the driver.

HOWEVER, we continue to encourage that you make use of any delivery service that is available or use virtual meetings when possible. If you must go out, please ensure that you follow social distance practices:

- Keep a minimum of 6 feet away from others
- Wear a mask and appropriate PPE
- Use proper hand hygiene by washing your hands often and using hand sanitizer
- Avoid touching your face

Please do not go out if you are sick or experiencing any symptoms.
And please do not meet anyone who is sick or experiencing any symptoms.

Please note that restrictions will be enforced if residents do not follow safe practices. If it comes to our attention that a resident has put themselves at a higher risk of exposure, we will ask that they either self-isolate or refrain from using the dining room or attending group activities for a period of time until approved otherwise. This is under the advisement of The BC Ministry of Health and the Assisted Living Registry. Stays at the hospital, travelling or overnight stays will still require a fourteen (14) day isolation.

We will continue to provide guided walks on a regular basis, but on a reduced schedule. Residents are encouraged to go outdoors and enjoy the fresh air on their own. But if you would like staff to accompany you, please let concierge or Jennie know and we will arrange this for you.

Visitors:

We will still not be letting visitors inside the building but due to an overwhelming number of requests to allow visitation of families, as of July 1, we will be providing two outdoor areas for visitors under the following parameters:

1. Tables absolutely must be booked at least 24 hours in advance. Please call Suzanne or Rhoda in the restaurant for reservations.
2. Tables are set up for ONE (1) resident and ONE (1) visitor. If your booking is for two visitors or two residents, please specify during the booking, as additional set up will be required.
3. Visitors will need to complete a brief health questionnaire and provide contact information. If they are sick, have been travelling or have any symptoms listed on the questionnaire, they will not be able to visit.
4. Upon arrival, visitor will have their temperature checked by the host, and then will be seated.
5. While you will likely want to hug or kiss, please do not make any physical contact with your visitor and remain a minimum of 6 feet apart for the duration of the visit.
6. Please abide by the length of time of your reservation, as the tables and chairs will need to be sanitized between reservations.

There will be two tables set up between the courtyard and the bistro, separated from the courtyard seating area. Your visitor should enter via the covered walkway, *not through the courtyard*, where they will wait to have their temperature checked and be seated.

These tables will be available daily between 11:00 am and 3:00 pm.

We will have tables set up with plexi-glass barriers on our covered patio to the West of the Dining Room from 11:00 am to 7:00 pm Sundays and from 4:00 pm onward for dinner every night.

These tables MUST be reserved in advance.

Visitors should enter the patio from the Manson Street gate and wait to be seated. Please be advised that service will likely be a bit slower on the patio, as we will be taking extra safety precautions.

Please abide by these policies and protocols. If residents or visitors engage in any behavior that we deem to be risky or dangerous, we will reserve service or be forced to not provide these areas for visitation. Thank you in advance for your compliance to ensure that we remain safe, healthy and avoid risk of exposure to COVID-19.

As outlined by the BC Ministry of Health:

“Restarting our Lives: **Let’s proceed with caution.**

Here in BC, we’ve made progress flattening the curve.

That’s because we all pulled together and did the right thing.

But COVID-19 isn’t behind us.

As we get together again in public spaces, maintaining physical distancing and personal hygiene measures are critical.

Let’s be careful as we start seeing family and friends as we head outdoors and back to work.”

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

Be Calm, Be Kind, Stay Safe.

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



Jason Wertman
Vice-President
604.240.8550



Amber de Souza
Assistant General Manager
604.240.8550



Suzanne Samson
Maître d'
604.240.8550



Jennie Sapon
Wellness Nurse
604.240.8550