



VILLA  
*Aulneau*

RÉSIDENCE  
*Despins*



## MEMO 2

To: All our residents, visitors and staff

From: Aurèle Foidart, Guy Lambert and Christian Delaquais

Date: March 23, 2020

With recent government and health officials' recommendations, we advise of the following changes.

### Effective immediately:

1. **Visits:** All visitation rights have been cancelled. Family support for medical reasons will be allowed following certain guidelines (for example: screening will be carried out and visitors will need prior approval).
2. **Residents not feeling well:** Any resident who is not feeling well is asked to contact the Care Manager/Nursing desk to ask them to do an assessment. If nurses are not available, please leave a message. Residents are asked NOT TO come down: nurses will go to the rooms.
  - a. If required, the nurse will:
    - i. contact family if extra support is needed
    - ii. advise if resident is required to self-isolate
    - iii. notify kitchen if delivery of food service to room is required
    - iv. notify reception especially if family will be attending room for medical reasons.
3. **Social distancing:** Social distancing must be followed at all times: keep a distance of 2 meters (6 feet) between you and your neighbour. We understand this is challenging, especially in the dining room, and we hope all residents will put their best effort forward.
4. **Exiting building:** Strongly recommend to residents to not leave the building unless a medical issue arises.
  - a. However, going for a walk outside is acceptable. Respect social distancing guidelines at all times.
  - b. But, going for a **short term stay at a family members place should not be done** (Example – you should not go for a meal at a family member's house and then return the same day or the day after).

**5. New chapel guidelines:**

- a. Daily celebrations will continue to be offered.
- b. Recommended that only the celebrant and co-celebrants along with the person doing the reading and the person controlling the sound system attend services in the chapel. Individual acting as sacristan is also allowed. All other should participate in their rooms by TV connection (channel 776).
- c. Holy communions will only be offered to the celebrant and co-celebrants. No further distributions will be done.
- d. The chapel is open at all other times for people who wish to go there. Please respect social distancing

6. **New announcements:** after today, we will be making any new announcements to residents by using the camera in the chapel. If there are announcements, they will be made on channel 776 shortly before 9AM (just before morning Mass).

7. **Moves:** New move-ins and move-outs will be allowed

- a. Persons doing the move must meet the entry criteria
- b. Scheduled time will be determined by our staff so as to have the least possible interaction with existing residents and employees of moving company

8. **Tours :** No tours will be offered at this time

**9. Description of residents self isolation:**

- a. Residents are to remain in suite at all times
- b. Meals will be delivered and left on shelf by the door. Gentle knock will be done to indicate the meal has been delivered
- c. No one is to visit during this time
- d. Contact to be made by phone, email or facetime
- e. The only people that should be entering the suite are those delivering essential services such as Care Managers/Nurses, home care staff, etc.
- f. Any items needed from outside should be delivered to the reception desk who will then have this brought to the resident's door. Again, a gentle knock will indicate that a delivery has been done.

Help prevent the spread of infection by washing hands regularly for 20 seconds with soap and water.

Should members of your family wish to receive this memo (or any future memos), they are invited to send an e-mail to: [cdelaquis@despinscharities.ca](mailto:cdelaquis@despinscharities.ca)

We thank everyone for their cooperation in dealing with this situation.