

Hello friends & family members.

In the past two days several of our residents have tested positive for COVID.

The health and safety of our residents is our priority, so we ask that you limit your visits over the upcoming 10 days. **Please only visit if you consider it essential.**

We've all been hearing about the increase in COVID cases throughout Fraser Health, and know that we're in the thick of cold season. We are likewise seeing the same trends in Rideau – both residents battling COVID and those simply coughing with a cold. The care and safety of our residents is our first priority, and we ask for your support in providing them with some isolation from those outside of our community.

To help keep our residents safe, we're going to be increasing the screening that we do for all that do have essential visits. We'll be taking temperatures again and using the traditional screening questions.

To further help provide residents with the ability to remain socially distanced, we will be serving meals on each of our individual floors. Breakfast will remain self-serve and be available on their floor, with a fridge as well as tea and coffee. Lunch & dinner tray service will be provided in-room at no cost additional to the resident.

Wellness services will continue to be provided as usual.

Medication will be dispensed in-room and all residents will be charged the less expensive medicare rate rather than in-room service.

While residents are not isolated to their rooms, we will be asking them to maintain social distancing. Masks will also be required in all areas outside of their suites.

We will be transparent with you as we are with Fraser Health; rest assured that all the associated families have already been notified.

We will continue to update you as to the health of the community. We know how important it is for family to be included in the communication.

Please keep our residents and staff in your thoughts.

Sincerely,

Ann Leckie

