



A community providing complex care and independent housing for seniors
704 West 69th Avenue, B.C. V6P 2W3

Communicating with your Loved One when Visitor Restrictions in Place

Please note: it is the responsibility of the Resident's **Primary Contact** to pass on the following information to other family members interested in communicating with residents.

To speak to a Resident **by phone**, the Care department is working with families and assisting residents who require help. For Resident health updates, call the Nurse either between 10:30-11:30 am or 9-10 pm daily.

For **FaceTime or Skype**, Recreation staff will help coordinate families getting in touch with residents. We will try to accommodate all requests to the best of our ability and depending on staff availability.

Please keep in mind that during meal & care times, including bath time and Teatime, your loved one may not be available.

Recreation staff has identified some times for families to connect with loved ones via **FaceTime or Skype**:

Mondays: 3:30-4:30 pm
Wednesdays: 10:30-12 and 4-5 pm
Thursdays: 2-4:30 pm
Saturdays: 2-4:30 pm
Sundays: 3:30-4:30 pm

Time slots must be reserved in advance by contacting the Recreation Department by phone or email. Please email Paloma at pleon@columbusresidence.ca Monday through Friday to make arrangements or call the Recreation team at 604-321-4405 ext 124.

If none of the above times will work for your family, we will try to accommodate to the best of our ability. Call frequency and duration will depend on demand for service as well as Resident's ability.

To send an **email message** to a Columbus Resident, please email: residents@columbusresidence.ca. Spiritual Care or Recreation staff will deliver and read emails to residents when time permits. Staff will not be responding to emails received at this address.