



*A community providing complex care and independent housing for seniors*

May 20, 2020

Dear Family and Friends,

We are thrilled to announce that beginning Monday, May 25<sup>th</sup> we will trial a new program, Window Visits, to help keep you connected with your loved one. This program will be one day (rotating) per week with six time slots (9:30, 10:30, 11:30 am, and 1:30, 2:30, 3:30 pm available. Your scheduled window visit will replace your virtual visit that week. We are now booking visits for Monday May 25 and Wednesday June 3.

To book your visit contact Paloma Leon, Recreation Coordinator at [pleon@columbusresidence.ca](mailto:pleon@columbusresidence.ca) Monday-Friday, 9:00 am -5:00 pm. Bookings are on a first come, first served basis. Note that to provide an opportunity to all our residents, we cannot accept consecutive bookings.

The visiting area is the courtyard next to the Activity Room across from the Hair Salon. Residents will sit inside, see you through the window and talk on a landline phone set up specifically for visits. A staff member will assist in making the call to your cell number.

The following measures are necessary for the residents' safety and the program's success:

- A maximum of four people per visit
- Practice safe distancing (6 ft.) for 2 or more visitors
- Do not touch windows
- Keep your visit to the allotted 20 minutes.

Please be punctual for your visit so not to disrupt the schedule. Should you need to cancel your visit it is important that you notify Paloma with as much notice as possible so an opportunity to visit is available for others.

*Enjoy your visit!*

Sincerely,

A handwritten signature in blue ink that reads "Jaime".

Jaime Ascher  
Administrator