



A community providing complex care and independent housing for seniors
704 West 69th Avenue, Vancouver, B.C. V6P 2W3
Telephone (604) 321-4405 Fax (604) 321-4543

September 10, 2020

Hello Columbus Family and Friends,

The summer has come and gone, and as we head into fall, we want to reach out and send you a warm hello and some information, reminders and updates. I want to send a warm welcome to all of our new families and friends that have joined our community as loved ones of our new residents. Please be sure to visit our website at www.columbusresidence.ca for all previous COVID-19 related communications and updates.

There are a few attachments to this email that we have been asked to send out to you:

1. Family education session with Vancouver Coastal Health and Emily Carr University of Art & Design poster with registration details. Sessions are being held on September 15 & 16.
2. Letter from the Office of the Seniors Advocate British Columbia – letter includes family survey link and details.

We have recently reviewed our Social Visits practises and feedback from families, residents and staff. For September, our procedures will remain the same. We have a contingency plan in place if the weather is too cold or wet to have a visit outside, and staff responsible for facilitating the visits are aware of the contingency plan. This is in place as we continue to plan for the longer term, and as we head into the colder and wetter months of fall and winter. Once those plans are finalized we will update you on the new procedures for social visits moving forward.

As a reminder to all **Designated Visitors** for Social Visits:

- Each resident may have **ONE** (1) Designated Visitor that may come to Columbus Residence for Social Visits. Once designated, the same person remains as the Designated Visitor for the resident, and this person may not be changed at this time, as per current Provincial regulations.
- Designated Visitors must come on their own, not with one or more other people. **Only the Designated Visitor is authorized to be in our courtyard.**
- **No Food, Drink or Gifts** are allowed to be brought directly for a social visit.
 - All items dropped off for residents follow the same drop-off procedures, and must come through the drop-off box in the front entrance. Drop-offs are authorized from 9am – 2pm, Monday to Friday, excluding Statutory holidays. Please do not ask staff to make an exception to these times, as this is when we have the resources for the sanitization of the items.
- Arrive 5 minutes before your scheduled visiting time, and leave the courtyard area immediately after your Social Visit.
 - It has been observed that some people are not leaving immediately after the visit, and visiting with residents or others out in the courtyard prior to leaving. In order to provide a safe place for our residents to get outside, we need to keep our Courtyard space for those that are authorized to be there. Please ensure that you are following the guidelines, and arriving at the arranged time, and leaving immediately after.

- Follow all safety plan guidelines for the Social Visits. I have copied the Safety Plan on this email, as a refresher. **Please review the attached Safety Plan and Designated Visitor consent form again.**
 - Maintain a minimum of 6 feet distance between the Designated Visitor and resident.
 - Wear a mask for the entire duration you are on Columbus Residence property, including during the Social Visit.
 - Use hand sanitizer upon your arrival.
 - At each visit, a COVID-19 symptoms assessment and temperature check will be conducted.
- **If individual Designated Visitors do not follow the rules set for Social Visits, you will be at risk of having your Social Visits privileges removed.**
 - We require **100% compliance** as we continue to navigate COVID restrictions and growing numbers of cases in the community.
 - The safety of all of our residents, staff and community remains our number one priority. Thank you for your compliance with all measures.

In addition to the Social Visits reminders, there are a few more reminders we'd like to share:

- Drop-off items - authorized between **9am – 2pm Monday to Friday only**, excluding Statutory holidays.
- Please limit the items you are dropping off.
 - Some residents are receiving far more perishable food than they can eat, and unfortunately, the food often has to be thrown away because it is spoiled before it can be fully consumed by your loved one.
 - We do not encourage perishable foods to be dropped off, as we have limited fridge space. We have been flexible with this, however, our fridges have become too full on the Care floors to accommodate the volume of items for some residents. **Please be mindful of our limited fridge space** and only drop-off minimal perishable food.

We also wanted to give you an update of how things are at Columbus. We are doing well, and continue to do our best in reducing risks and trying to prevent COVID-19 from coming into the care home. It is a balance between all of the mandated restrictions and trying to ensure that we are providing the best quality of life activities we are able to at this time. We constantly evaluate what is happening inside Columbus and within the community. To date, all restrictive measures that have been mandated by the Province and Health Authority remain in place. As time passes, we are trying to see what programs we can return, following safety guidelines and infection control measures. Please see some updates on common issues that are raised with us:

- We have had our Foot Care Specialist (RMT), Andrew Nemeth and our Dental Hygienist (Linda Martens) back at Columbus for a couple of months. They both are following safety plans, and are approved to be on-site at Columbus.
- Several requests for haircuts have been made by residents and family members on behalf of residents. We have been trying to recruit a Hairdresser since early in the summer, and have not found anyone to date. Hairdressers may only work at one long-term care home, and with Columbus' needs being only one day/week, this has shown to be a difficulty in recruitment. There are many regulations in place to enable the return of a Hairdresser, and we will need to

follow a safety plan, and all regulations. We will let you know when these services have resumed. Thank you for your patience.

- All restrictions including no large group programming continue to be mandated by the province. The Columbus Recreation team has been responsible for facilitating all visits to date, including the scheduling (Virtual, Window and Social). The Recreation team have been holding small group programs (small numbers of residents), and hope to increase the numbers of programs and the numbers of residents able to attend the programs by ensuring risk analysis of programs are completed and safety plans following all social distancing and other restrictive measures are followed. No formal return of programs has happened, but there have been several small baking groups, bingo sessions, arts & crafts, puzzles, and one-to-one visits and other activities. Our Mystery Bus trips have also resumed with a limited capacity of residents able to join each week. Our Recreation team also has been providing opportunity for our residents to go for short walks and get fresh air.
- In addition to regular activities, our Recreation team have provided special activities over the summer, such as rolling lemonade carts, ice cream carts, and pub time carts. These are always a welcome, lively event, and everyone, both residents and staff alike enjoy these special activities.
- We are blessed to have our Music Therapist, Lyndia Scott on-site four days a week at this time. She provides small music groups, one-on-one music therapy, palliative music therapy and music during Recreation special events. It is easy to see the joy the music brings to our residents!
- We are excited to share that we now have a Physiotherapist on-site part time at Columbus Residence. Chris Parkinson started in mid-July, and has been busy meeting and assessing residents. Chris is a wonderful addition to our team, and we are thrilled to have Chris on-site regularly, adding Physiotherapy to our interdisciplinary care team.
- While we cannot yet welcome our Priests, Pastors or other Spiritual Leaders back into Columbus for Chapel services, Marisa Ku, Director of Spiritual Care continues to provide one-to-one visits, and has been able to bring a couple of residents at a time to enjoy the peacefulness of the Chapel. Marisa is available for all residents, staff and families for support.
- Meals continue to be provided by tray service on the care floors, due to infection control measures and restrictions. 3pm tea time is still offered in the Dining Room, for residents from the 2nd and 3rd floors who would like to attend downstairs. Refreshments (juice, milk, cookies) are also available on the care floors at 3pm for residents who wish to have something on the care floor.

Thank you for all of the messages of encouragement and thanks that are sent to our staff. It is very heartwarming to share your messages with everyone. We appreciate your questions and your feedback. We are all in this together, and know how difficult these past seven months have been. We miss you, our resident's family and friends, our volunteers and our special visitors and entertainers that have not been here in months. Please continue to stay safe and be well.

Sincerely,
Jaime

Jaime Ascher | Administrator



704 69th Ave West | Vancouver BC | V6P 2W3
☎: 604.321.4405 ext 106 | Fax: 604.321.4543