

Family update #112

August 25, 2021

Dear family and friends,

It has been wonderful seeing you back in our centres and noticing how joyful and contented residents are as visitation has re-opened with most restrictions having been removed since August 9. We are pleased to share with you the following statistics for the period August 9 - 22, 2021.

| | Crescent Heights | Greenview |
|---|------------------|-----------|
| Number of visitors | 1,111 | 1,312 |
| Number of rapid tests for visitors | 107 | 111 |
| Average number of visits per resident | 4.3 | 3.9 |
| Average number of visitors per visit | 1.8 | 1.8 |
| Percentage of residents with repeat visits | 76% | 69% |
| Percentage of fully immunized residents: 98% | | |
| Percentage of staff with at least one dose of the vaccine: 97% | | |
| Adult Day Program | | |
| <ul style="list-style-type: none"> ● 75% of previous clients joined the program since re-launch on July 19, 2021 ● 50% of clients attend in person ● Currently only fully vaccinated seniors are invited to join in person, others continue to join online | | |

We are continuously working with and learning from our provincial associations, Alberta Health Services, and seniors care operators across the province to keep residents and staff safe and healthy through this transition. We will continue to:

- Ensure proper hand hygiene
- Require all staff and visitors to mask in common areas
- Perform enhanced cleaning in common areas
- Screen everyone entering our centres for COVID-19 symptoms
- Delay distributing access cards for families/visitors to allow for proper screening

Visitation: Gentle reminders

Fall prevention: Please speak with the care team before helping your loved one to transfer or walk, if he/she is not an independent walker.

Off site outings: Please speak with the nurse at least two days before for your loved one on an off-site outing so that safety precautions and care needs can be properly communicated.

Neighborhood walks: Before leaving the unit, please notify the care team and write a note on both the unit whiteboard and resident outing book.

Thank you so much for your cooperation following these guidelines to keep your loved ones safe.

Dental Hygienist

Sherilynn from Bloom Dental Hygiene will begin offering dental hygienist services in mid September. For information regarding services, payment options and consent form, please contact Sherilynn directly at 403-478-6165 or info@BloomDentalHygiene.ca. After you have returned the completed consent form, please call the reception (403-277-7433 for Crescent Heights and 403-520-0400 for Greenview) for booking.

Family Orientation

We were very happy to meet and welcome 23 new family members at the family orientation last week. We will organize more sessions, either via Zoom or in person, for those who were unable to attend. Stay tuned for further information.

Family Town Hall

Our next Family Town Hall will be on Wednesday, September 1 from 5.30 pm to 6.30 pm. Please submit your completed [Registration Form](#) and questions by August 30 so that we can be sure to address them at the meeting. Please note only general questions will be answered at the meeting. If you have a question specific to your loved one, please contact your manager.

Thank you for your continued cooperation and support.

Shout for joy to God, all the earth!

Sing the glory of his name;

make his praise glorious.

~ Psalms 66:1-2

With gratitude,

Kathy Tam
Chief Executive Officer