



A Message from CEO, Heather Janes

March 26, 2020

Warm greetings to the Christie Gardens Family –

During these challenging and unprecedented times, we have been heartened by the words of encouragement and offers of support we have received from our many stakeholders. The leadership shown by the Directors team and their support staff onsite at Christie Gardens has been exceptional. We continue to navigate this situation with a measured approach, following Public Health guidelines and with our staff and residents' safety as the top priority.

As you are likely aware by now we have been sending weekly communications out to our residents and stakeholders, as well as posting on our website www.christiegardens.org.

We have already implemented several changes to our day to day operations as outlined in past communications, and in light of the most recent announcements from Federal, Provincial and Municipal levels of government we have made the following further operational adjustments in order to ensure everyone's continued health and safety:

In-house Programming: We are working diligently to balance the continuing social/spiritual/physical needs of our seniors with the need to remain safe and separate. Please know that although most of our gatherings have been put on hold, any programs we are continuing with are carefully monitored to ensure strict physical distancing and sanitation of surfaces.

Main Entrance – We have made the decision to close all doors, except our main Melita Cres. entrance, to in/out traffic. This is a critical component in controlling who is coming and going from the building and in order to screen essential visitors. To aid in this effort, we are appointing key personnel from our support staff team to monitor our front door 24/7.

Food Services – We have increased the hours in our Maple Dining Room so that we may have fewer people dining at one time and in order to eliminate any line ups at the entrance to the Dining Room, we have created an overflow dining area. During this time, we continue to offer tray service throughout the building, and are waiving tray service delivery fees. If you would prefer to have a tray, please be reminded that the deadlines for ordering are as follows: Breakfast 8am, Lunch 11am and Dinner 4pm. Our Store has also increased hours with enhanced take-home offerings and availability of more produce so our residents may comply with our request not to leave the building. If there is something you need and it is not currently available in the store, please advise a staff member.

Deliveries – We are setting up a delivery depot at the Christie Street entrance which will be operational from 9am – 3pm daily so that families and friends may safely deliver food items to loved ones.

Once again, thank you for your words of encouragement and offers of support as we navigate this situation. As always, if you have any questions or concerns, please do not hesitate to reach out.

Heather Janes
CEO

(Please see over for an update from our Health and Wellness Team)

An Update from our Health and Wellness Team

In addition to increased disinfection of surfaces and limiting Wellness Centre clinics to primary physician clinics only, we have made the following changes in our Wellness Centre:

In-person physician clinic appointments will be minimized to only those who require physical assessment, as determined by our Health & Wellness Team. All other physician appointments will be conducted over the phone or via virtual care. Virtual care will help to make sure that we can continue to care for our residents safely and effectively throughout the pandemic. This means that we will be using video and audio technologies for some physician appointments rather than asking all patients to come into our office.

Understand that this method of communication is not secure in the same way as a private appointment in an exam room. We do our best to make sure that any information you give to us during virtual care visits is private and secure, but no video or audio tools are ever completely secure. There is an increased security risk that your health information may be intercepted or disclosed to third parties while using video or audio communications tools.

You should also understand that virtual care is not a substitute for in-person communication or clinical examinations, where appropriate, or for attending the Emergency Department when needed (including for any urgent care that may be required).

The Health and Wellness Team continues to strongly encourage residents NOT to leave the building for any reason. **Wash your hands thoroughly and often and please immediately report, via phone call, any new onset of cough, fever and/or shortness of breath, to the Health & Wellness Team.**

With everyone's continued effort, we hope to prevent an outbreak at Christie Gardens.

Jocelyn Alves,
Director of Health and Wellness