



SHEPHERD'S
CARE
FOUNDATION

Innovative, Christian, Age-in-Place Care

INDEPENDENT NEWSLETTER

DELIVERED TO THE RESIDENTS OF: KENSINGTON MANOR, KENSINGTON INN

AUGUST 7, 2020

NEW VISITATION POLICY – FREQUENTLY ASKED QUESTIONS (FAQ)

We have received a number of questions regarding the new Visitation Policy announced July 29, which was mandated by an updated Order from the Chief Medical Officer of Health. Please keep this newsletter for future reference.

1. AM I ALLOWED TO COME AND GO AS MUCH AS I WANT TO?



Under the orders from the Chief Medical officer of Health, you are permitted to leave your suite for any reason without having to self-isolate for 14 days, as long as you are not away for more than 24 hours. If you leave for more than 24 hours, you will need to self-isolate for 14 days upon your return. You are permitted to leave for any reason, including medical appointments, visits with family, and shopping. Please wear a mask, social distance, and wash your hands frequently when not at home.

2. WHEN WILL THE SALON AND RESTAURANT BE OPEN?



A big part of our safe relaunch strategy for Kensington Village is cohorting residents by where you live on the campus. If, god forbid, COVID-19 were to return, cohorting ensures the outbreak would be contained and not spread throughout the campus. Because there is no way to access the salon and restaurant without crossing through different buildings, those facilities will remain closed for the foreseeable future. There is no fee for meal delivery while the restaurant is closed. Cohorting is also why at this time you cannot come through the buildings to pick up food, mail items, use the exercise facilities, or the pool room, and why the foot care and hearing specialist are unavailable at this time. We are working on reopening these facilities when the risk level is lower.

3. WILL THERE ALWAYS BE SECURITY TO ENFORCE SCREENING AND COVID-19 PRECAUTIONS?



The security will remain in place for the foreseeable future.

4. CAN VISITORS COME INTO THE COURTYARD?



The courtyard is for the enjoyment of our residents. We do not have enough room in the courtyard to ensure safe visitation so it is not available to visitors at this time.

5. WHAT IS THE NEW VISITOR POLICY? DO VISITS STILL NEED TO BE SCHEDULED?



Under the new policy announced by Dr. Hinshaw and available on our website at <https://www.shepherdscares.org/visiting-loved-ones/>, indoor visits in your suite are now permitted with a maximum of 2 visitors. This includes you visiting your neighbours. There is no time limit on in-suite visits. Visitors will need to be screened and wear a mask. Indoor visitors will also be required to sign a waiver and complete COVID-19 training, available on our website at <https://www.shepherdscares.org/visiting-loved-ones/visitor-education/>. Visiting during a pandemic carries risks and the waiver is there to ensure both the visitor and Shepherd's Care are protected. Indoor visits in your suite do not need to be scheduled; however outdoor visits still need to be scheduled. Outdoor visits can now permit up to 4 visitors, for a total of 5 people including you.

6. CAN I WEAR A SHIELD INSTEAD OF A MASK?



Face shields do not protect the same way masks do. Masking is mandatory to protect you and your neighbours.

7. CAN WE PLAY CARDS IN SMALL GROUPS 2 - 4 PEOPLE?



Yes, as long as you wear a mask and social distance. Please also complete the self-screen tool that was sent out previously each day and if you are feeling unwell do not leave your suite.

8. WHEN WILL WE HAVE BUS OUTINGS AGAIN?



Bus outings are not being considered for the near future. We reassess the risk level continuously and will resume these once it is safer.

9. WHO DO I CONTACT WITH MORE QUESTIONS?



If you have any further questions, you can:

- Call reception at **780-447-3840**
- Email **info@shepherdscares.org**
- Check out our online FAQ for independent residents at <https://www.shepherdscares.org/independent-housing-rentals-condos/faq/>