



SHEPHERD'S CARE FOUNDATION

July 20, 2021

To the Shepherd's Care Foundation Family,

COVID-19 Update

As you have heard, the Chief Medical Officer of Health has further loosened the restrictions in continuing care. There is currently low community spread of COVID-19, and high vaccination rates in continuing care.

We urge all family members and visitors to get vaccinated and to continue taking appropriate precautions. We are starting to see resurgences of outbreaks in other provinces in continuing care homes. The pandemic is still not over.

New Site Policies

Effective immediately, the following policies are in effect at all Shepherd's Care Foundation continuing care and supportive living sites:

Visitation

- All visitors are now permitted to schedule visits, not just the 4 Designated Support Persons.
- **Visits can be pre-booked with the site using our Cubigo booking system.** All visitors can sign up for a free Cubigo account and book visits online. If you don't have a Cubigo account, email cubigo@shepherdscore.org with your name, email, your loved one's name and home location, and your relationship to your loved one. You can also call the site directly during regular business hours to book a visit.
 - **We strongly urge you to continue to pre-book visits:**
 - It will save you significant time when you arrive at the site;
 - Sites have capacity limits and without pre-booking, you run the risk of not being able to visit if the visit is not scheduled in advance.
- Visitors will still be pre-screened at the door using our new kiosks. We will no longer be taking your temperature, however it is your responsibility to attest you are not entering with a fever.
 - If you fail the screening questions, you must not enter the facility.
 - If you answered a screening question in error, you must see the receptionist or charge nurse.
- Visitors must continue to wear a surgical mask in our facilities at all times, with the exception of private in-room visits if the resident prefers their visiting persons not to wear a mask.



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Food and Restaurants

- You can bring food in for your loved one, however we request that you do not eat with your loved one anywhere except in their private room.
- We are not able to accept any gift of food for our staff at this time.
- Our two restaurants – Heritage Market Grill at Eden House and Kensington Restaurant at Kensington Village – remain closed to the public at this time.

Rapid Testing

- We will continue to make rapid COVID-19 tests available to all visitors who request one. If you are not symptomatic and wish to have a test, we urge you to take advantage of this service.

Pets

- We are excited to once again welcome pets into our homes! If you are bringing a pet, you are taking responsibility for it while on our site, and only pets that are not ill and have received all their shots are welcomed to the site.
- Please report and sign in at the reception desk on arrival with your pet.
- Pets must be with their handler at all times and must abide by SCF's Pet Program Policy and Pet Code of Conduct.

Volunteers

- We are welcoming volunteers back into our facilities!
- Are you or someone you know interested in volunteering or learning more about what we have to offer? Contact our Volunteer Coordinator, Judy Miller, at JudyMiller@SHEPHERDSCARE.org.

Recreation Programming

- We are thrilled to be able to resume in-person recreation programming at our sites.
- Online options via Channel 716 continue to be available to all residents.

Church Services

- In person church services have resumed at our sites.
- At this time, only our residents may attend in person. Family members are welcome to attend virtually at <https://www.shepherdscares.org/shepherds-care-online/>.
- Online options via Channel 716 continue to be available to all residents.

Thank you to all of our families for your cooperation and the sacrifices you have made these past 16 months to keep your loved ones and our staff safe.

God Bless,

Shepherd's Care Foundation Management