



**July 23, 2020**

Dear families/visitors,

**RE: Update on Family visitations which started July 9, 2020**

We have now completed our 2<sup>nd</sup> week of indoor visitation at St. Michael's Centre (SMC). We feel privileged to be able to reunite residents with their friends and families. We would like to thank you for your cooperation in following our guidelines and taking the necessary safety precautions.

We understand that this is a difficult time for you and your loved ones and we appreciate your patience. Our priority is protecting our residents, staff, and visitors and we will continue to take a cautious and phased approach.

**So how have the visits gone so far?** Extremely well!

We thank you for your positive feedback and suggestions on what we can improve upon. Based on the feedback forms, families have been appreciative to see their loved ones in person and have felt safe and comfortable during their visits. We understand that some families have experienced background noise and thus have had difficulty hearing each other. In order to address this, we have limited indoor visits to two visits at a time as opposed to three. As well, the team at SMC has discussed acquiring a pocket talker for residents to use who are especially hard of hearing during indoor visits.

We will continue to sanitize all visiting areas before and after each visit, and screen visitors upon arrival. If you have any questions or concerns before, during, or after your visit, the team at St. Michael's Centre is here to support you.

The team at SMC will strive to provide a safe, meaningful, and memorable experience for you and your loved one. We hope to make up in some way for the difficult past few months of separation that you and your loved one have experienced.

If you would like to schedule a visit, please connect with our therapies team at **604-434-1323 ext. 123**, or email [therapies@stmichaels.bc.ca](mailto:therapies@stmichaels.bc.ca). We hope to hear from you and see you soon.

**COVID-19: Social Visitation Essentials Training Available for Families:**

In response to changes announced by the Provincial Health Officer on visitation in long-term care, SafeCare BC and Family Caregivers of BC have developed an online COVID-19 orientation for families and friends wanting to support loved ones in care.

To address concerns of safety for residents and staff, family and friends of those in care can become “COVID-competent” by taking this easy-to-access orientation and printing off a record of completion. The orientation is free of charge for the first 5,000 people that enroll.

To enroll in the **COVID-19: Social Visitation Essentials orientation**, individuals can create their FREE account now at [safecarebclearningspace.ca](https://safecarebclearningspace.ca). The orientation will take no longer than an hour to complete.

Lastly, a special thank you for the incredible work done by our therapies team: Ming, Janna, Jennifer, Katrina, Luzilly and Nicole.

Sincerely,

Maria Luisa “Malou” Cordero RN, BSN  
Director of Care  
St. Michael’s Center