



July 16, 2020

Dear Residents and Families,

Summer has officially arrived in Saskatoon and all of us at Sherbrooke and Central Haven are thankful for that; just as we are thankful for your continued support during this challenging time. We remain free of any Covid-19 cases at both Sherbrooke and Central Haven and are proud of the work of our staff and Elders to keep our communities safe and healthy.

The warmer weather has coincided with the rollout of outdoor and indoor visits at Sherbrooke and Central Haven. These visits are providing a great deal of meaning and joy for everyone involved, and we are thrilled to see so many families and friends booking visits to see Elders.

That excitement, however, is pushing our staff's capacity to the limit. That is why we are asking for your patience when arranging for visits. Our staff is doing their best to handle the overwhelming number of phone calls and emails. It might take a few hours for someone to get back to you on the phone or through email as our staff is doing their usual work to ensure the well-being of Elders.

There are a few things you can do to help make the booking process as smooth as possible. The first is to read the Saskatchewan Health Authority's screening questionnaire (<http://www.sherbrookecommunitycentre.ca/outdoor-screening-questionnaire-june-23rd/>). These are the questions our staff will ask you when you book an outdoor visit. The screening process will be quicker if you are familiar with these questions. You will also be required to review and answer the screening questions at the outdoor visiting area when you arrive for your visit.

For an indoor visit you need to contact the manager of the neighborhood to make arrangements. You will be asked to sign an initial contract and will be screened at the front door each time you visit. You are also being asked to watch a short video on our website or Facebook page on hand sanitizing and proper handling of masks (<https://www.youtube.com/watch?v=c3TOV0TWlcc>). If you are unable to watch this before your visit you can watch it at the front door upon your arrival.

Finally, we ask that you come prepared for your outdoor visit. This might mean wearing a hat and having a water bottle on a warm, sunny day. Or it could mean wearing a sweater and packing an umbrella on a

drizzly, overcast day. Preparing for the weather will help make your outdoor visit a pleasant experience. Please book your outdoor visit in advance by at least 24 hours. Not only will this help you get a visiting time that best fits your schedule, but it gives our staff the time to organize the visits.

We hope these suggestions help you when booking a visit with an Elder. We thank you for your patience and understanding as we all work hard to make these visits as meaningful and enjoyable as possible. If you have any ideas or suggestions on how to improve this process, please let us know. Don't forget to check our website and Facebook page for the latest information from Sherbrooke and Central Haven.

Kindest regards,

A handwritten signature in cursive script that reads "Suellen Beatty".

Suellen Beatty

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