



September 11, 2020

Dear Residents and Families,

We hope you had a safe and enjoyable summer and we thank you for your continued support and understanding during this challenging time. We remain free of any Covid-19 cases at Sherbrooke and are incredibly proud of the care and dedication shown by Elders and staff to keep our communities safe.

Families are also playing an important role in keeping our Elders and staff safe. Since we opened our doors to indoor visits in July, hundreds of visitors have come into our building to provide joy, meaning and love to our Elders.

As the weather begins to change and indoor visits become more frequent, we want to refresh all of you on our indoor visiting guidelines to ensure our community remains free of Covid-19. ***The visitor guidelines are to protect Sherbrooke residents from getting Covid-19 and so it is mandatory that you follow these guidelines or visitation will be denied.***

Our first point is very simple. If you are feeling ill, do not come for a visit. We would recommend you stay at home and call the 811 health line to speak with a health care worker about your symptoms.

When you first arrive at Sherbrooke, you will be required to have your temperature checked and practice proper hand hygiene. A medical grade mask will be provided when you first arrive as well as instructions on its proper use. ***The mask must be worn at all times in the building.***

Once you have sanitized your hands and properly put on your mask, you will practice hand hygiene once again and walk straight to your Elder's room. You may not stop to talk with staff or Elders while walking to the Elder's room.

Indoor visits must occur in the Elder's room. You are not permitted in common areas such as house/neighbourhood kitchens, living and dining rooms, or outdoor spaces. The cafeteria and all washrooms, including the washroom in the Elder's room, are also off limits to visitors.

Please walk directly to the front doors after your visit to have your temperature checked by a staff member. You will also be asked to practice proper hand hygiene again before leaving Sherbrooke.

Indoor visitors are permitted to bring in food and beverages but only for the Elder they are visiting. Delivery of tobacco and/or vaping materials is not permitted, and indoor visitors are not permitted to deliver items to other Elders. Finally, no pets are allowed for an indoor visit.

We understand this is a lot of information to remember, but we need you to comply with these guidelines in order to keep our Elders and staff safe and healthy. If you have any questions, please feel free to contact your neighbourhood manager.

Thank you for your hard work and attention to detail when it comes to keep our community free of Covid-19, and don't forget to check our website and Facebook page for the latest information from Sherbrooke. We are delighted to have you back!

Kindest regards,

A handwritten signature in cursive script that reads "Kim Schmidt". The signature is written in black ink and is positioned below the "Kindest regards," text.

Kim Schmidt – Leader of Resident Care