



March 18, 2020

Dear Families and Residents:

We do not have any cases of COVID-19 at Sherbrooke.

As per the Chief Medical Health Officer, we continue to ask you not to visit at this time unless your loved one is palliative.

We know this is a challenging time to be apart from your loved one. Please know that if there is any change in your loved one's health, our nurses will immediately contact you. We ask at this time to only contact our nurses in cases of emergency as they are being swamped with calls.

In an effort to make it easier for you to contact your loved ones, we are piloting two programs that we hope will bring residents and families together.

First we want to give you the opportunity to connect through technology.

We are setting up designated Skype, and Facebook video stations in the Computer Lab where you can speak with your loved one. We will also be setting up WhatsApp and Facetime sessions.

To book an appointment to Skype, WhatsApp, Facebook video or Facetime with an Elder, please contact our Recreation staff at 306-655-3656 or email SCCRTDEPT@saskatoonhealthregion.ca

If your call is not answered, please leave a detailed message indicating who you would like to speak with, if you would like to Skype, WhatsApp, Facebook video or Facetime, and the time of day you would like for your online meeting.

Our recreation staff will need the following information from you.

- For Skype, you will need a skype account and a Username. We will need your Username and a contact name and number.

- For Facetime, please leave an iphone number that you can be reached at. (Facetime is only available through apple products).

Sherbrooke's Skype Username is: **sherbrookecommunitycenter**

We are setting a time limit of 20 minutes per call so that all of our Elders have a chance to speak with their family and friends.

You can also send an email to an Elder by using this address: sccresidents@gmail.com

The second thing is something we are calling controlled visits. This will allow families to visit with their loved ones at Sherbrooke in a safe and meaningful way.

Your loved one will be brought from their neighbourhood by staff and will be able to speak with you by telephone. You will be able see your loved one in a private setting while talking to them on the phone.

To set up a controlled visit with your loved one, please call Trona Doucette at 306-655-3742. We are accepting visits from Monday to Friday between 1pm and 4pm, and each visit will be for 20 minutes.

Thank you for your continued support and co-operation. We will continue to send you updates as soon as information becomes available. Please check our Facebook page and website for daily updates.

Sincerely,

A handwritten signature in black ink that reads "Suellen Beatty". The signature is written in a cursive style with a period at the end.

Suellen Beatty

CEO