

March 6, 2021



Thank you to all families for your support through our outbreak. On Monday morning all neighborhoods came off additional precautions that were in place.

VISITOR REQUIREMENTS – (MANDATORY)

The following requirements are necessary to help Eden Gardens stay open to families and safe for your loved ones, our staff and your families:

- PLEASE do not arrive too early for your appointment, if you do, please wait in your car as there is often a bottleneck of visitors leaving and arriving.
- **You must mask up at the front door, and wear your mask for the ENTIRE visit.**
- **No eating or drinking for visitors as this would require you to remove your mandatory mask,** you are welcome however to bring drinks and or treats for your loved one to enjoy.
- If you are visiting at Eden Gardens, you must remain in your loved one's room for the visit with your mask on, unless you book the meeting in Stepping Stones, and they will bring the resident to you.
- If you want to take your loved one outside for a walk during this visit, let the team know when booking, you will be booked for Stepping Stones and your loved one will be dressed appropriately for the weather.
- Vaccinations have not yet proven to affect transmission. Though most of our staff and residents have now been vaccinated, all safety protocols are still in place.

You must continue to socially distance, and continue with proper hand hygiene and masks at all times.

SOCIAL VISITS UPDATE

- All visits must be booked through our Social Visits team.
- **Contact our Social Visits Team at 250-758-4676 ext 2293, or email them to socialvisits@edengardens.ca**
- The team will be open for a full 7 days a week, giving all designated visitors the opportunity to have a half hour visit with their loved one.

- Additionally, on Wednesday through Sunday, family members can book a Zoom meeting, FaceTime, Phone Call, or Window Visit.
- To get on the wait list for any possible opportunities for an additional visit, ask the team to put you on the list.
 - They will contact you when there is availability.

Hairdressing at Eden Gardens

- All bookings go through Carol our hairstylist and you can contact her at Carol.Laughton@edengardens.ca
- All payments will go through the management office at: 905-616-5340
Beautifulyou4seniors@gmail.com

Health Questions about your Loved One?

- Need Information **about the Health Status** of your loved one? Connect with the nursing team.
- To connect with the nursing team working directly with your loved ones in their neighborhood, and to receive a timely response to your enquiries, please use the following extensions. Feel free to leave a voicemail and your call will be returned.

Balsam 1 North (101-111) (250)760-2640

Balsam 2 North (201-211) (250)760-2641

Balsam 1 South (112-122) (250)760-2640

Balsam 2 South (212-222) (250)760-2641

Cypress 1 North (123-133) (250)760-2645

Cypress 2 North (223-233) (250)760-2647

Cypress 1 South (134-143) (250)760-2645

Cypress 2 South (234-243) (250)760-2647

Douglas 1 North (144-154) (250)760-2648

Douglas 2 North (244-254) (250)760-2649

Douglas 1 South (155-165) (250)760-2648

Douglas 2 South (255-265) (250)760-2649

Call our **Charge Nurse (250)-760-2631**

We do appreciate your continued support as we get through this pandemic together, and **we trust that you will continue to follow all safety protocols to help us to mitigate risks here at Eden Gardens.** Rest assured we are doing the best we can.

Best regards,

Mick and Erin