

**Outbreak Update**

There are no new cases as of 10am on February 5, 2021 which means...

**WE ARE OFFICIALLY OUT OF OUTBREAK!**



Thank you for all your support over the last few weeks. All our staff have appreciated the words of encouragement and kind gestures!

What does being out of outbreak mean?

- As we are still in the grey/lockdown zone there is still only one essential caregiver allowed to visit the residents.
- Staff and essential caregivers are required to wear surgical masks and face shields at all times in the building.
- We are not required to have isolation kits outside of every resident's room, only if we have a suspected or confirmed COVID case. You will not longer have to wear gowns when you arrive at the Home.
- Residents will be eating in their doorways or just outside of their rooms. This will allow for socialization while still maintaining social distancing.
- Residents will be able to go for walks within their units or outside and they are able to go to the tub room for baths.
- We are able to resume window visits and FaceTime/Zoom calls. To set this up, please contact Activities at 613-527-2170 x227.

## **ANNUAL SATISFACTION SURVEY RESULTS**

Thank you for your participation in our 2020 Satisfaction Survey. The feedback you have provided us is an excellent guideline for areas we need to improve on over the next year:

- Need more staffing
- Enhancing communication

We will also continue to focus on the areas you are impressed by such as:

- Staff are caring and friendly
- The Manor is clean and inviting
- Meals, care and activities are excellent

Again, thank you for helping us identify our strengths and weaknesses. Your continued feedback is very important to us and is being integrated into our annual workplan at the Manor.