



St. Michael's Grove Manor



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*Member of
St. Michael's Health Group*



Subsidiary of:
St. Michael's HealthCare Services

Dear Families,

The last several months have been especially difficult for our residents, staff and families as our community went through the second wave of the Covid-19 pandemic. Public health and visitation restrictions have been challenging for everyone.

As you know, the residents of Grove Manor received their first dose Covid-19 vaccine on February 23, 2021. This will provide some protection for our residents against the virus.

We are pleased to announce that Designated Support Person visitation will resume soon. This means, that those individuals whom residents have identified as a Designated Support Person, will be able to schedule a visit, beginning **Monday, March 1, 2021**.

As we did last year, visits by Designated Support Persons will have to be scheduled at least 24-hrs in advance. This can be done by emailing grovemanor@smhg.ca (preferred method) or by calling the Manager at 780-962-6672.

Notification for a weekend or Monday visit must be received by 3pm the Friday prior. In your email, please state your name, the resident you wish to visit and the date/time you wish to visit.

We ask that you please try to avoid visiting during mealtimes as we do not have staff available for front entrance screening during those times. Ideal visitation times would be:

9:00am – 11:30am
1:30pm – 4:30 pm
6:00 pm – 8:00 pm

Upon arriving for a visit, Designated Support Persons must complete the screening form in the vestibule of the building and then contact staff by calling the number posted on the door. Staff will then meet you in the vestibule, screen you, provide you with a clean mask and also a face shield that must be worn during your entire visit.

After the screening process, please go directly to the resident's suite. Visitation in common areas of the building is not permitted.

At the end of your visit, please clean the areas of the resident room that you have touched (such as door knobs, chair arms, washroom etc) with disinfectant wipes. Please bring these with you.

Dropping off of supplies for residents will continue. If possible, please arrange to bring supplies with you when you visit. Otherwise, follow the guidelines currently in place. And please remember not to ask your loved one to meet you in the lobby to get the supplies. Our staff will bring the dropped-off supplies to the resident.

While the vaccine will offer some protection from the disease, please note that maximum immunity is not reached until several days after the 2nd dose of the vaccine. Our residents will not be at that stage for some time yet. Therefore, it is crucial that guidelines continue to be respected. **Please take this information into consideration before scheduling your visit.**

If you have any questions, please do not hesitate to contact me at 780-962-6672.

Regards, Cate McDonald, Manager