

March 23, 2020

To: Families and Friends of Luther Court Society
From: Karen Johnson-Lefsrud, Executive Director

Re: Update regarding current conditions at Luther Court

Dear Family and Friends,

In the midst of this challenging time, I am endeavouring to provide regular updates to families and friends of Luther Court – and to assure you that we are following all directives of the Provincial Medical Health Officer, as well as the directives from the Island Health Authority and Community Facilities Licensing. To-date, we continue to confirm that we have no cases of COVID-19, or cases of influenza.

There are a couple of changes that have occurred since I last communicated with you on March 20, 2020.

1. We have now extended our visitation restrictions to our apartments as well as the long term care houses. Effective immediately, we are not allowing any visitors in our building. This is due to tightening restrictions given to us by Dr. Richard Stanwick, the Chief Medical Officer for Island Health. The only exceptions to this restriction are a very limited set of circumstances, most of which apply to end-of-life compassionate visits. We appreciate that this visiting restriction is difficult, and that you no doubt are worrying about your loved one. And we know how much they miss you! We are setting up additional services to try to address these concerns.
2. If you need to deliver groceries and other sundries to your family member, you can do so, 7 days a week between the hours of 9:00 and 5:00. Please bring them to the front desk and we will ensure that they are delivered to your family member.
3. In addition, we encourage regular and consistent telephone contact with your loved one.
4. We are working to facilitate setting up electronic engagements between you and your loved one. If you would like to FaceTime or Skype with your family member, please contact Luther Court (you can send an email to kjohnson@luthercourt.org) or call the Activity Department at extension 35, and they will bring a tablet and facilitate such a call,
5. We are suggesting that tenants not leave the building except for exercise, and for those tenants still going to the grocery store on their own, that they do so as few times as possible, and that they practice the social distancing protocols that have been recommended by public health officer.
6. There is a staff member at the front door screening all persons entering Luther Court between the hours of 9:00 – 5:00, seven days a week. If you are dropping something off for a loved one, we ask that you not come if you are feeling ill, or if you have travelled outside the country in the last 14 days. We also ask that you wash your hands prior to coming, and that you utilize the hand sanitizer provided once you arrive at Luther Court. If you are ill and cannot drop off items

for your loved one, please call us at Luther Court and we will work to problem-solve with you. We do not want anyone to go without necessities.

7. We encourage you to drop off letters and/or photos for your loved one, and we will ensure that they receive them.
8. The Chief Medical Officer has issued an order requiring that all health care staff only work at one facility during this critical time. We are working in concert with the health authority, and by the middle-end of this week, Luther Court will have a staff dedicated only to this facility. While this presents many challenges, and potentially an even tighter group of available staff, it is done with solid reasoning behind it, in an attempt to prevent the spread of infection between care sites.

We continue to appreciate your many expressions of support and care, expressed to us in countless ways. We are grateful for your prayers. You are in our prayers. Together we will work through these challenges, one step at a time. Please reach out to us with your questions or concerns, and we will address them as quickly as we are able.

Best regards,

Karen Johnson-Lefsrud
Executive Director