

July 31, 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,

This update seeks to keep you up-to-date on the status of life at Luther Court and provide you with pertinent and current information as it pertains to the care and well-being of your loved ones.

Life continues to unfold in its richness even in the midst of a pandemic. Last Friday, the granddaughter of one of our residents was married. They wanted to include their grandmother in their festivities, so following the wedding they and their wedding party came to Luther Court for a window visit with their grandma. Our staff had decorated for the occasion, and our resident even had her own bouquet of flowers. The couple did a wedding dance for her and everyone had a few tears of joy as we saw firsthand how families are being creative in sharing these special moments with one another in the midst of challenging times. It was a very special afternoon indeed



Social visits are progressing well at Luther Court. We have had enough visitation appointments available that every resident or tenant would have had opportunity for one visit a week, and many families have been able to visit two or even three times. It has been wonderful to see the reunion of senior and family occur – and has lifted everyone's spirits. Just a couple of follow-up details about the designated social visits. The Provincial Health Officer has mandated that there only be one visitor per resident – and as of yet, there is no process to change who the designated visitor is. So, for the time being we are not able to accommodate requests to change who the designated visitor is. There will likely be a process developed. However, the PHO is trying to keep the bubble as small as possible, and limiting one person per resident is one way that they are accomplishing that. We will let you know when there is any new information about this. Also, please do not arrive early for visits. We need to limit how many people are in the screening area at one time. And, we also need you to leave promptly when the visit time is over – not

lingering in Luther Court or going into any areas other than the prescribed visit area. This also means, that wherever possible, we ask you not to use the common washrooms at Luther Court. Thank you for your cooperation and for the tremendous spirit we have experienced from those who have been on site, and recognize their part in keeping our community safe. You are amazing! If your family has not yet named their designated visitor yet, or if you have any questions, we encourage you to email Carolyn Hoekstra at choekstra@luthercourt.org or call her at 250 477-7241 ext.

28. She will ensure that you receive all the pertinent information and will connect you with Amber, who is scheduling the visits.

Visiting on-site

The only on-site visits that are allowed are by appointment – either the designated visitor who is making a social visit in one of the three visiting stations, or a window visit, which is open by appointment to all family members/friends that wish to take the opportunity to connect in this way. Essential visits continue on an as-needed basis at end-of-life and at critical decision points. We are not able to allow any other visits on-site apart from these specified visits. Please do not visit with one of our tenants, sitting outside the front entrance as this often conflicts with those who have made appointments for window visits in the same area, and the people in the window visits consequently have difficulty hearing. Any visits for which you do not have an appointment – (for tenants only) – you must go off-site to do so. There is a little park within walking distance, down the hill in front of McDonalds that some families have enjoyed.

Visiting off-site (Applicable to assisted living/independent tenants of our apartments only) Many of our tenants have been off-site for short periods of time and have greatly appreciated the freedom of being able to do a few more things. The best public health advice still encourages seniors to avoid large groups, that outdoor venues are preferable to indoor, to physically distance by 6 feet and wear a mask where that is not possible, to practice good hand hygiene and to limit the duration of your time away. We have provincial protocols that if a tenant is off-site for the major portion of a day or overnight, that upon return they must self-isolate in their suite for the next 14 days. However, most tenants have found it quite doable to have short excursions away to a family backyard and have returned refreshed and thankful to have this interaction once again.

The day-to-day information that is unchanged:

1. Luther Court remains closed to all visitors other than designated visitors with appointments, and essential visitors. (Designated visit sites will not occur on the care floors or in tenant apartments. Essential visits will be allowed in those areas at the critical times of end-of-life and at critical decision points.
2. Window visits are available for family and friends who are not the designated visit. We are currently purchasing pocket talkers which amplify sound, to boost the ability to hear more easily during these visits. Virtual visits are also available – we can connect you via FaceTime or Skype or another friendly platform to enable you to talk to your loved one. For all visit appointments please contact Amber at: ahayes@luthercourt.org or call 250 477-7241 ext. 35.
3. Deliveries of groceries and other items can be dropped off at the main entrance for delivery to your loved one. The hours for drop-off are now 9:00 a.m. to 8:00 p.m.
4. We continue to practice safe-distancing, wearing of masks when within 2 metres of the seniors, rigorous cleaning protocols, screening for symptoms of both residents and staff, and of course absolutely key – frequent and thorough hand-washing. We maintain regular and frequent contact with the health authority and the public health team, in order to be as current as possible on the best strategies to keep our community safe.

When you drive by Luther Court you will notice that there are some re-zoning signs that have appeared next to the driveways on both Cedar Hill X Rd and Cedar Hill Rd. This is part of the ongoing process to re-zone our property in preparation for the intergenerational affordable housing project that we have been working on. We are pleased that the project is moving along – although it will still be a fair amount of time before there are shovels in the ground. More exciting news about this project can be found on our website.

Our chaplain, Ed Chell, is back after some time away with his family. As ever, feel free to reach out to him for conversation or support. He is a good listener, and can assist to help you navigate these challenging times.

We continue to wish you well in these beautiful summer days. Make the most of your time outside, stay healthy, and take good care of yourselves and of one another. Thank you so much for your ongoing care and support of the Luther Court community.

We are grateful for your prayers. You are in our prayers.

Best regards,
Karen Johnson-Lefsrud
Executive Director