

## Greenwoods Eldercare Society Bulletin

### 2 September 2020

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It is hard to believe that we're already into September! The team and Residents have thoroughly enjoyed the beautiful gardens at Greenwoods and Braehaven this summer, from eating fresh strawberries and tomatoes from the raised beds, picking flowers for the dining room tables and especially having the shady spots for visits and activities.

#### Visits

Over the past month, it's been wonderful to welcome back visitors to Greenwoods and Braehaven, albeit under very strict protocols. Thank you for your patience and understanding as we continue to develop our program to ensure everyone receives meaningful visits as often as possible.

When the social visits resumed in July, we were hopeful that by the end of the summer we would be able to expand the program to more than one designated family member or friend. Regrettably, with the cases of COVID-19 increasing, we need to continue with the single designated visitor protocols. The team is being creative in facilitating visits to safely include other family members and friends by connecting through virtual visits and window visits.

To request to be added to the visitor registry please contact:

for Greenwoods Residents, Barb Williams at;  
[barb.williams@greenwoodseldercare.org](mailto:barb.williams@greenwoodseldercare.org)  
250 537 5561 ext. 234

for Braehaven Residents, Braehaven reception at:  
[braehaven@greenwoodseldercare.org](mailto:braehaven@greenwoodseldercare.org)  
250 537 5520

Although necessary to safeguard the Residents and team, the restrictions on visiting have been one of the most difficult challenges in the response to the pandemic. The Office of the Seniors Advocate is conducting surveys to capture the experiences of Residents and families over the past six months and also elicit views on moving forward. Please find attached to this bulletin letters from Isobel Mackenzie, the Seniors Advocate, with further background to the surveys. The surveys can be accessed at <http://www.carehomevisits.ca/>

Paper copies of the surveys can be downloaded from the Office of the Seniors Advocate website <https://www.seniorsadvocatebc.ca/> .

Paper copies will also be available for the Residents at the Braehaven reception and from the activity team at Greenwoods.

### Seeking Input on GES' Strategic Plan

Writing of surveys, thank you to everyone who took the time to complete the survey sent out in August by the chair of our board, Dorrie Ferster inviting input on the GES strategic plan. We greatly appreciate your views and comments. The final version of the Strategic Plan will be sent out when completed later this autumn.

If you did not receive the survey email and still wish to contribute, please let me know and I will resend it.

### Greenwoods Foundation

For many years, a feature of the Fall Fair has been the Greenwoods Foundation Annual Garden Bench Raffle. With the support of Country Grocer, Islands Savings, and the wonderful craftsmanship of Luke Hart-Weller, the annual raffle continues.



The funds raised through the raffle and the Foundations' annual appeal greatly contribute to the care and comfort of Residents at Braehaven and Greenwoods and support the team through provision of education grants.

This summer, the Foundation contributed funds to an IT upgrade project to improve the WiFi and provide equipment to connect Residents to family, friends and activities via Zoom, FaceTime and Skype. We're also excited to see Kelly and Kona, two of our amazing support services team

members, start their Health Care Assistant course. Kelly and Kona will continue to work with Greenwoods while taking the program and then will join the care team next Spring as registered Care Aides.

If you would like to purchase raffle tickets, they will be available at Country Grocer on September 8<sup>th</sup> and 15<sup>th</sup> and at Island Savings on September 21<sup>st</sup>. The draw is set for Tuesday September 22<sup>nd</sup>.

They are also available online at <http://greenwoodsfoundation.ca/>

Stay safe and as always, let us know if you have any questions or concerns.

Kind regards  
Aletha Humphreys  
Executive Director



OFFICE OF THE  
**SENIORS ADVOCATE**  
BRITISH COLUMBIA

August 27, 2020

Dear Resident:

I know these last six months have been tremendously difficult for you and your family members. You have a unique story to tell, you need to tell it in your own voice, and all British Columbians need to hear it. I invite you to tell your story through the survey *Staying Apart to Stay Safe: The Impact of Visitor Restrictions on Long-Term Care and Assisted Living Residents in BC*.

**To complete the survey please visit the website [www.carehomevisits.ca](http://www.carehomevisits.ca)** We encourage you to complete the survey online if possible, but if this does not work for you, here are the other options:

- You can download the form [www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca), complete a paper copy and mail it back.
- You can **call our office at 1-877-952-3181** and ask for a copy to be sent to you in the mail
- You can call our office and ask to complete the survey over the phone. A trained volunteer will book a time when it is convenient for you to complete the survey.
- If you need to complete the survey in a language other than English you (or someone on your behalf) can phone our office and a translator will phone you to arrange a convenient time for you to complete the survey.

You may also want to ask your family member to assist you either by doing the survey on line with them when they visit, or helping you to complete a written form to submit.

We now know much more about how to control transmission of the virus and we also know that long term separation of close family members can have a devastating affect on a person's health and well being. It is becoming increasingly likely that we may be living with this virus for a year or more and we need to understand your experience over the past six months as we look at the next twelve months.

Your insights and experiences are invaluable and I hope you are able to participate in the survey. I thank you for your time and invite you to call my office or email us at [info@seniorsadvocatebc.ca](mailto:info@seniorsadvocatebc.ca) if you have any questions or concerns.

Sincerely,

Isobel Mackenzie  
Seniors Advocate  
Province of British Columbia



OFFICE OF THE  
**SENIORS ADVOCATE**  
BRITISH COLUMBIA

August 27, 2020

Dear Family Member,

To ensure that seniors in long-term care (LTC) and assisted living (AL) were protected as much as possible from COVID-19 it was necessary to restrict who could visit care homes and assisted living sites. This restriction of visitors, which has evolved along with the pandemic, has had a profound effect on those who are living in LTC and AL and their loved ones.

To better understand the depth and breadth of experiences over the past six months it is important that we hear from as many residents and their family members as possible. You have an important voice and a unique story to tell. Through sharing your story, you will help all British Columbians to understand the profound impact that COVID-19 continues to have on residents and their family. It is critical that your voice is heard and considered as we determine what visits look like in LTC and AL for the duration of this pandemic.

In order to ensure your voices are heard, my office has launched a survey to capture your experience. The survey is open until September 30<sup>th</sup> and there are several ways for you to participate. We encourage you to complete the survey online if possible at [www.carehomevisits.ca](http://www.carehomevisits.ca), but if you are not comfortable doing this we have several other options:

- A copy can be downloaded from our website at [www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca) and can be mailed to us at the address on the website or you can phone us at **1-877-952-3181** and we will mail a copy to you with a stamped return envelope.
- If you would like to complete the survey by telephone with the assistance of a trained volunteer you can phone our office at **1-877-952-3181** and a volunteer will contact you to arrange a convenient time for you to complete the survey.
- If you would like to complete the survey in a language other than English, you (or your family member or friend) can phone our office and we will have a translator phone you at a time convenient for you.

I hope that you also encourage your loved one who is living in long-term care or assisted living to complete the survey and if necessary offer to help them complete it on-line, provide them with a paper copy which you can complete with them, or arrange for them to complete the survey by phone. In addition, we want to hear from all family members impacted by the visitor policy, so please let your other family members know about this survey.

If you have any questions about the survey, please do not hesitate to call my office at 1-877-952-3181 or email us at: [info@seniorsadvocatebc.ca](mailto:info@seniorsadvocatebc.ca)

Yours sincerely,

Isobel Mackenzie  
Seniors Advocate  
Province of British Columbia