

# FOYER MAILLARD

*Honoring Your Journey*

Fall 2020

## What's Going On?

**Hairdressing.** We have resumed on site salon services. What a great "outing" for the residents. We thank you for your patience while our stylist, Rita, works thru the long list of clients awaiting services. Salon services; like everything during the pandemic; are very different. Rita is able to accommodate a limited number of clients due to enhanced cleaning and social distancing protocols that are in place. This means your loved one may not have their hair done as often as pre-pandemic or that they may not yet be seen for their first appointment. If you are interested in salon services for your loved one please complete the consent and instruction form from your admission package. If you are in need of a new form or wish to inquire further about hair services please contact [reception@foyermaillard.com](mailto:reception@foyermaillard.com) or 604-937-5578 x100.

**Visiting.** Our visitor support team has been working for just over a month now to facilitate scheduled visits for residents and their loved ones. Visits can be scheduled Monday thru Sunday between the hours of 9:30am to 6:30pm. Visitors are required to bring and wear their own masks (additional PPE may be required depending on circumstance). Visitors must submit to screening and a temperature check each and every time they visit. All visits are by appointment only. FM may cancel visits for the following reasons – visitors do not pass our screening; your loved one is unwell; a neighborhood is on isolation due to illness or awaiting swab results; there is a facility outbreak. We continue to follow Provincial Health Officer directives in establishing our procedures for visiting. This means that each resident has **one designated visitor**. We recognize that this is not ideal for some families but we are continuing with our virtual visits thru Facetime and Skype and encourage you to utilize this service.

You will receive notification whenever there are changes to any of our visiting procedures.

**Staff Appreciation.** Thank you for your continued support and small kindnesses to our staff. We have enjoyed a food truck day, ice cream day, a farewell luncheon, Halloween treats and restocked our k-cups for the Keurig machine. We are in the midst of planning some holiday fun!

**Fall Menu.** Seasonal scrumptiousness now being served. We have started our fall/winter menu. If you are interested in what's cooking please check out the website - <https://www.foyermaillard.ca/dining> for a copy of the menu.



### FROM THE BUSINESS OFFICE

#### FOYER MAILLARD MONTHLY STATEMENTS – RESIDENT ACCOMMODATION AND EXTRA CHARGES

Please note that FM Monthly Statements are available on an annual basis only, with the Summary of Accommodation Charges (tax purposes). Should you wish to receive these Statements on a regular basis (monthly or quarterly) we would be pleased to provide them on request. To arrange for pick-up (on or after 5<sup>th</sup> day of each month):

[reception@foyermaillard.com](mailto:reception@foyermaillard.com)



Visitor Support Team

#### RESIDENT MAIL - PLEASE DO NOT USE FOYER MAILLARD ADDRESS FOR BUSINESS MAIL

If you are expecting any business mail to be delivered to your loved one, it would be greatly appreciated if you could make the necessary changes for these to be addressed directly to the assigned family contact person, i.e.: Shaw Cable, Telus, Medical Pharmacies, Bank Statements, Hospital Transfers, Government Authorities, etc.

## A LOVE LETTER – Written By Roger R. of 2B – Coordinated by Loolu, Recreation

*I have been lucky, loving three women in my life. I want to write about the first one. Her name is Rosemary Williams. I met her at a dance in Cornwall, IK. Rosemary had long red hair and beautiful blue eyes. She was on holiday with her family and no boyfriend. We danced together the whole evening and may have fallen in love at first sight. Her father was there and took her home after the dance. We met again the following evening. We went to the Ship and Castle, a small pub on the beach. I had a pint and Rosemary had white wine. We went for a walk along the beach where we kissed for the first time, where Rosemary gave me a silver necklace with the patron saint of travel Saint Christopher on it. I had only a Canadian dollar bill to give to remember me. We went out two more times and had Cornish Pasties on the beach. She knew I had to leave for my second year in college. I thought about this all the time and nearly stayed. We wrote to each other many times as I planned on returning to see her again. It was not to be and I married. My wife burned the letters which made me very sad. I missed the beautiful Welsh Rosemary often.*

## FACILITY TO FAMILY COMMUNICATIONS

Connecting and communicating with others is often a challenge in the best of times. The Covid-19 pandemic has made that even more difficult.

Families have not been able to chat to the team while passing by the care station or connect with other families who share their journey at on site events or join the activities to observe their loved ones in action. It is important to the team at Foyer Maillard that we do our part to have meaningful communications with families.

What does that mean?

- We will always be in touch with you whenever something extraordinary happens; your loved one has had a fall; there is a change in your loved one's normal routine; for medication changes.

What can you do to help us?

- Assign one person in your family to be the point of contact for all communications. We cannot give personal information about our residents to those not listed as the Substitute Decision Maker (SDM)
- If you would like to call the nurse for an update or just to see how your loved one's day went the best times to reach them are b/w 9:30-11:30am; 1-2:30pm; 6 – 7:30pm or after 9:30pm
- If you need more information about your loved one's diagnosis or our operational policies and procedures please ask! We have many resources we can share with you. If we don't have the answer we will work with you to find one.
- Refer to the card provided in your admission package for the phone extension for your loved one's neighborhood.

\*A note about speaking to your loved one thru the nursing phone...If you enjoy long and frequent calls you may want to consider a private line in room. Our nursing phones are connected to our call bell system and an important part of our emergency response.



Disco Day



Western Day