

Director Message

Every email I open these days talks about unprecedented times, encourages people to stay at home and reminds us that we are all in this together! I wish to extend my gratitude to so many. To the residents, for being understanding, flexible and staying positive! To you, the families and friends, for all of your kind words of support, for staying away when I know just how much you need to see your loved ones and for staying connected through telephone and technology. To all of the team members in the home, for your courage, your knowledge and your love for the residents. I will continue to provide special COVID updates via MailChimp and watch for Virtual Town Hall style meetings to join and ask questions. Stay strong and stay well.

Sincerely,

Jennifer

Dining Services

The staff at Rockwood Terrace have collectively made a decision to roll out Room Service for all the residents in the home. We are waiting for some equipment to arrive and making some menu modifications before we have this new procedure in place, but our goal is to begin this next week. Room Service will help with the social distancing as transport to and from dining areas is quite a task as is the design of our large dining rooms. It will be an all hands-on deck approach including the leadership team being in the home 7 days a week to provide this service.

Programming



Despite the daily challenges we are facing here at Rockwood Terrace, we are managing to support our Residents and Families the best we can and continue to bring smiles to our Resident's Faces! With the Social Distancing rules in place we are not having any traditional programs and have adapted to mostly one to one visits. On March 31st, our very own musician Cara Smith who also works in the Recreation Department entertained the residents with music. The smiles and impromptu sing-a-long was enjoyed by all and helped to brighten the day for the residents.

Colour it Connect

This program has been a huge success despite some initial technology glitches and set up. We have had an overwhelming response to this communication platform and thus far 65 residents have been able to

connect either via skype, facetime or phone calls with loved ones.



Many of our residents were used to daily visits by their families prior to our visiting restrictions being put in place and The Colour it Connect program has been very successful in keeping family members in touch with residents. Many tears are seen during these visits, but just as many smiles and laughs are shared.



If you have not done so already and wish to be a part of this program during the COVID-19 Pandemic, reach out to us and we will get you set up.

To set up an appointment, please email us at rtconnect@grey.ca

In your email, please include:

1. Your Name
2. Your Phone Number
3. Resident's Name
4. Preference of FaceTime or Skype
5. FaceTime phone number/email address or Skype Account Name

We look forward to seeing or speaking to you soon. Please be patient if there is a delay connecting with you as we have had an overwhelming response to this incredible program!

Volunteer Corner

Our volunteers are having a hard time with the visiting restrictions put in place, because of their dedication to our home and our residents.



Pictured above is Mary along with a Friend of Rockwood Catherine who have attended the home a few times to share their messages of love and support. We even

had these ladies dancing one day and have the video proof that we will share later! The residents waved, smiled and even teared up seeing these ladies at the window, thank you for your care and enthusiasm during a difficult time.

Some families have also had the opportunity to visit this way.



1 Second Everyday

Last year the program department undertook an amazing project. They downloaded the 1 second video app and committed to taking a one second video everyday of something going on at Rockwood Terrace. We got started a little late in 2019, and had a few technology glitches, but the final project was quite well received and a good showcase of the wonderful things that happen at our home. Next year the video will be even better. Please enjoy by clicking the link below.

<https://youtu.be/FCS4XPXi-Jw>

Colour It Academy

Your best Defense!



You can help yourself and your loved ones stay healthy by washing your hands often. Washing your hands is easy, and it is one of the most effective ways to prevent the spread of germs.

Follow these five steps:

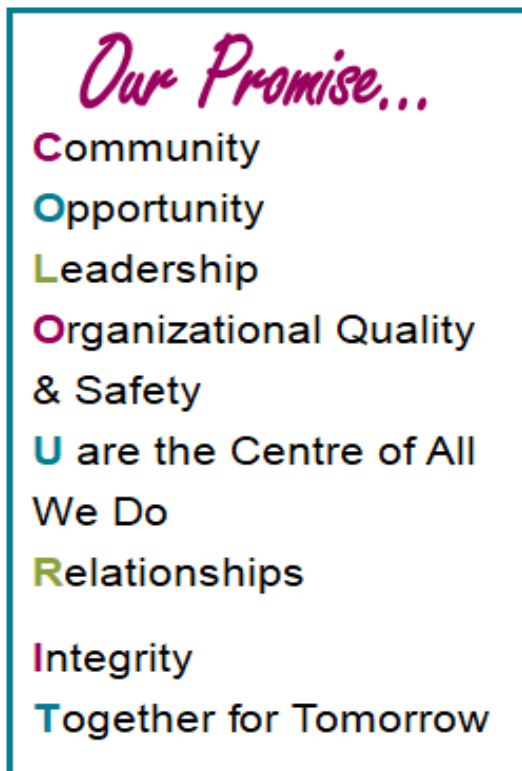
1. **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. **Lather** your hand by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. **Scrub** your hands for at least 20 seconds.
4. **Rinse** your hands well under clean running water.
5. **Dry** your hands using a clean towel or air dry them.

Leadership Team

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3. Email your feedback to the Grey County Support Services Office at ltcfeedback@grey.ca.
4. For emergencies or urgent concerns, please contact any member of our team.



Let's Connect

We want to hear your **suggestions, questions, compliments or concerns.** There are lots of ways to share your feedback with us.

1. Fill out a Let's Connect comment card and drop it in our confidential Let's Connect box.
2. Speak directly with our Executive Director or with any manager on duty.