

Family & Friends Newsletter

July 30, 2020 Update

A Message from Broadmead Care

Dear Family & Friends,

We are delighted that many of you have been able to enjoy face-to-face visits with your loved ones in our Care Homes. It is a beautiful privilege to be witness to these touching reunions.

As we continue to take guidance from Island Health, we are pleased to advise that, as of **Tuesday, August 4**, we will be able to accept gifts and essential personal items for residents into our Care Homes, with a few guidelines:

- Each Care Home has its own process for receiving goods and gifts, to ensure physical distancing requirements are maintained. Please refer to the information below.
- We know the joy it brings to give and receive a gift. If you plan to bring a gift, please check with the nurse in advance to make sure nothing has changed for your loved one.
- Larger items such as clothing, toiletries, or supplies should be handled as indicated below.
- Anything brought into a Care Home should be for one resident only. In other words, food or other items may not be shared with other residents or staff.
- As we may not be able to deliver goods on a timely basis, we suggest you avoid bringing food items that are heat sensitive or that may perish easily, such as ice cream or frozen treats.
- As much as we appreciate your generous intentions, we regret we are unable to accept gifts of food or flowers for staff to share.
- If you have any questions about a particular item, please contact the Care Home as indicated below.

Thank you for helping us bring wellbeing and happiness to your loved ones through your face-to-face visits and gifts. We appreciate your commitment to the health and safety of your loved ones, and to keeping us all as safe as possible.

Sincerely,



David Cheperdak
President & CEO



Melanie Hennig
VP, Care & Community Services

Care Home Goods & Gifts Procedures

- Please ensure items are packaged and labelled with your loved one's name.

- Items should be left with the Receptionist during the hours shown below.
- Items will be delivered as soon as possible, but delivery may not be immediate.

BECKLEY FARM LODGE - 250.381.4421

Hours: 10 am - 5:30 pm

NIGEL HOUSE - 250.475.2050

Hours: 8:30 am - 3 pm. Outside of these hours, please buzz for the RN on duty.

- *No change to existing protocols. If you have questions, call and ask to speak with Jamie (Social Worker), Hettie (Reception), or the RN on duty.*

REST HAVEN LODGE - 250.656.0717

Hours: 10 am - 5:30 pm

- *Non-perishable items should be dropped at the table outside the side entrance.*
- *Perishable items may be dropped off at the table inside the front entrance.*

VETERANS MEMORIAL LODGE - 250.658.0311

Hours: 9 am - 7:30 pm

- *Please leave items on the table outside the main entrance.*

Visit our website

Broadmead Care Society
4579 Chatterton Way
Victoria BC, V8X 4Y7

www.broadmeadcare.com

Donations Office: (250) 658-3274

General Inquires: (250) 658-0311

Email: info@broadmeadcare.com

Registered Charity # 12929 0383 RR0001



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