



## Canterbury Information Notice

To: All Residents, Family and Friends

From: Canterbury Foundation

Date: December 27, 2020

Re: **Cancelled Visitation at Canterbury**

I am writing to update you on a difficult decision we have had to make relative to visitation at Canterbury. Effective, Friday, December 25<sup>th</sup>, visitation was cancelled for the Lane. Given the continued high numbers of COVID cases in our community at this time we are now also extending the cancellation of visitations for Court and Manor residents effective Tuesday, December 29<sup>th</sup>. This will give the team at Canterbury an opportunity to be in contact with designated essential visitors where extenuating circumstances exist, to plan accordingly.

Aside from the current situation in Edmonton and area, we have received several calls and emails from residents and families in support of cancelling visitations to safeguard resident health since we raised concerns in our update memos over the past several days. We had been hoping to achieve our safety goals through voluntary means but, regrettably, this has not prevented potential COVID-19 exposures. These exposures have not only put the individual residents at risk who were exposed, but these exposures risk compromising the health and wellbeing of all residents.

We are also returning to the same level of **restrictions on resident outings** as we had in place this past spring. Residents should not be leaving Canterbury unless it is for **essential appointments only** (i.e., Doctor appointment). Residents may continue to go outside for walks. If



residents need help getting supplies or groceries, please utilize curbside pick-up or contact Life Enrichment at 780-930-3736 for assistance.

We understand that there will be extenuating circumstances that arise. Please contact Health Services prior to arriving at Canterbury as visitors may be turned away if they have not made arrangements in advance. **If you believe that you have an essential need to visit and haven't received a call by the morning of Wednesday December 30th, please reach out to Life Enrichment at 780-930-3736.**

With the mild temperatures, we are in the process of re-opening our window visits, as well as expanding our ability to provide even more video call appointments. To book a video call with your family member please contact the Life Enrichment Department at 780-930-3736.

We know there may be questions and concerns regarding this change. We have a COVID hotline for residents and families to connect with staff. Please reach this hotline by calling (780) 930-5580.

We will be monitoring the situation closely and will keep in regular communication with residents and families about when visitation may be able to open again. Thank you for your continued patience. We appreciate your understanding as we continue to navigate this public health crisis in the best interests of all our residents.

Sincerely,  
Wendy King  
Executive Director, Canterbury Foundation