

COVID-19 UPDATE



Metta Lifestyles

March 23, 2020

Metta Lifestyles Family and Friends,

Metta Lifestyles continues to receive updates and direction from government authorities. Staff have been keeping things as "normal" as possible for our residents.

Staff and residents continue to make the best of this situation and music and fun are always on the menu.

As the COVID-19 pandemic is changing rapidly, Metta Lifestyles is also adapting to the changes and taking extra measures to ensure our residents and staff are kept safe.

Dining - Distancing

In further response to COVID19 and to avoid any larger gatherings of people, residents will be distanced during mealtimes where possible and meal times have been staggered.

Lifestyle Programs

Staff will be entertaining residents in smaller groups as well as individually throughout the day.

Program calendars will be tweaked to facilitate for spontaneous programming, and activities per floor where needed. Program times will be more fluid and provide the ability for staff to spend time communicating with residents and families.

It has been determined that Zoom is a more user-friendly app (than Skype), for communicating with families. Look for Zoom free in your phone's app store.

Infection Control

All staff have been trained in proper infection control practices, hand hygiene and use of protective equipment.

Properties have implemented a 2 person per elevator maximum.

Communication

Families and friends are encouraged to set up a FaceTime or phone call with your loved one. Please call concierge to arrange for a time. Please understand staff may be providing care or programs when you call.

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It is important that you please reserve a time slot for ease of coordination. Concierge may book you in the next available time slot if staff are busy with other residents when you call.

The Care team are doing weekly status calls to resident designates. The Program team are doing their best to reach out as well.

These emails and website updates are done as things change or are updated.

Please stay safe and we hope you are finding creative ways to spend your days isolating for the protection of others.