



April 11, 2020

## NEW AgeCare Process for Residents Leaving/Returning the Building

Dear AgeCare Residents & Families,

As per orders received from the Alberta Government and the Chief Medical Officer of Health, residents must stay on the property, except in the case of necessity (walking, groceries, pharmacy) or exceptions (medical appointments) while observing physical distancing requirements.

**AgeCare will make every arrangement possible to support residents in obtaining necessities without having to leave the community.** All non-urgent medical appointments should be rescheduled whenever possible.

**If leaving the property for the necessities or exceptions outlined above, you must:**

1. Sign out at reception,
2. Sign in at reception upon return,
3. Wash or sanitize hands at the entrance, and
4. Confirm handwashing being completed on the sign in/out sheet.

*\* Reception or Security can assist you if you are unable to fill out the sign in/out sheet on your own.*

**Options Available to You to Limit Movement:**

**Pharmacare's [Store at Your Door](#) program will arrange delivery of your prescriptions and other necessities such as:**

- Personal care items (shampoo, conditioner, disposable razor blades, hand soap, body wash, deodorant)
- Dental care (toothbrush, toothpaste, mouthwash, denture items)
- Batteries for hearing aides
- Over the counter products (Band-aids, pain reliever, lid wipes, artificial tears, Senokot)
- Vitamins
- Continence care products
- Sharps containers

## Groceries

- **Ask family and friends** to shop for and deliver groceries for you. Deliveries can be dropped off at reception and will be brought to your suite.
- **Use a delivery service** \* to order groceries and have them delivered. Reception will receive your order on your behalf, and it will be brought to your suite. There are a variety of delivery services available in your region, but we have included some popular options below:
  - Instacart: [www.instacart.ca](http://www.instacart.ca)
  - Superstore Click & Collect: [www.superstore.ca](http://www.superstore.ca)
  - Walmart Grocery: [www.walmart.ca/grocery](http://www.walmart.ca/grocery)
  - Save-On-Foods: [www.saveonfoods.com](http://www.saveonfoods.com)

*NOTE: the services listed are for information purposes.  
AgeCare has no involvement in the use of these services.*

*\* These delivery services are not available in Brooks, Alberta.*

## How to Practice Physical Distancing

Physical distancing involves taking steps to limit the number of people you come into close contact with. It can help you reduce your risk of getting sick and help prevent spreading the virus to others.

### Here's how you can help keep yourself and others safe:

- Maintain a distance of 6 feet (2-arm's length) between yourself and other people
- Avoid social gathering places
- Avoid overcrowding in elevators or other enclosed spaces
- Limit the number of times you leave your suite
- Wash/sanitize your hands after touching communal surfaces
- Wash your hands when re-entering the building
- Have someone deliver groceries/essential items to you or order online
- Stay in contact with family and friends using technology

We recognize that this is a stressful and challenging time for everyone, but the first priority must be controlling the spread of the virus and protecting residents. Thank you for your understanding as we all work together to keep everyone in our community safe and well.