



April 25,2020

Covid-19 Update

Things that we are doing right now in this continued state of Emergency:

REALM is operational Monday-Friday providing essential services in priority based capacity.

Someone can be reached from 9-3 on these days.

Essential Service team is available to be reached through calling, texting emailing. The team member assigned to you will be in contact with you to determine the best ways to stay in touch. You can call REALM to get information or ask questions as well as to say hello!

The activity in the building is limited to preparations for deliveries, call outs and paper work.

Please look at the following information:



1. If you must stop by, to enter our building come to the parking lot entrance. You will notice signs on the door to regarding the Covid-19 experience. The doors are being monitored and if you do come you may find the inside door locked- give a knock. When we answer we will be checking in with you to see if you have any signs of a cold, flu or have a fever. If you appear to be showing any signs we may be asking to take your temperature. (**We have posted this information on the door; shared this with letters, emails and posts describing the actions that we may need to take for precautions.). You may come to into the door as far as the sanitation station, use hand sanitizer. Staff will check into and provide you with what you need. As we are not open for business as usual, we will not be inviting you to stay, so if you do need to visit or have to pick something up please know that it will be brief. Best when able to call ahead to let us know of your arrival so that we can be ready.



2. We are applying social distancing both in the building and when we are together. This means that we are staying at least 1 metre apart-2is better. We will be working individually with you to assist in your service- this may look like a shop and drop, meeting over the phone or computer. As we are maintaining social distance, when your DSP visits, hugging, hand shaking etc is discouraged. Cheerful conversations and positive words are still strongly encouraged.



3. We not holding groups and have limited persons accessing the building. Any visits will remain with limited time and with social distancing. Personal visits will be offered through walks and talks outside, telephone calls and virtual conversations over the computer, facetime or messaging. As mentioned above, questions will be asked about your health. You may be asked to answer self assessment questions for Covid-19 as well be requested to allow us to take your temperature. This if for your safety as well as ours.



4. Dsps will be making calls to check in and see how things are going, the may just want to have a chat or may have some important questions that they would like you to answer. These questions will help us in helping you so please do your best to provide the answers. They often will use this information to fill in important documents like Emergency Safety plans, Information for Helath care workers etc. Please do your part to help.



5. Food drops are happening for those folks living independently.  Activity packages for those that are interested will be delivered as well. Deliveries are happening Mon-Wed weekly.



6. and are being made weekly to help understand what is happening at Realm, to give instructions for activities and to keep in touch. We also post information on our web page REALMBC.CA and our Facebook page REALM CRANBROOK

Everyone has likely had contact with the Realm Team, and through this discussion your service would have been identified as well as how we are planning to deploy our team to meet needs. If you want to check about what is happening for you, wondering what is happening at Realm or would like to talk, laugh, sing or share a joke-we are always welcome to hearing from you.

We are doing our best to keep everyone safe during this difficult time. We will be working to keep you informed and updated as things unfold. We are all in this together- Stay **REALMTASTIC**