



March 18, 2020

Dear Family of VGM Residents,

There continues to be no immediate risk to Residents of Victoria Glen Manor regarding COVID-19, but we continue to be very careful when it comes to our decisions about our Residents' well-being.

We're all learning from this experience! As we learn, I want to update you on a few decisions we have made:

- We ask that families **NOT** bring items into the facility for their loved ones and leave them at the door. We have plenty of food, snacks, coffee, and all of the comforts they need. If a Resident wishes to have something specific, we will do our very best to provide for them.
- Several families have been taking their loved ones' laundry home for washing/drying and returning it. Effective immediately, we will be doing all personal laundry in-house.
- If you wish to take your loved one out of the Manor for a visit, we ask they remain with you until the Manor re-opens its doors to the public.
- We are happy to arrange phone calls, FaceTime video calls, Facebook Messenger calls, or any other type of communication method you wish. Please contact Activity Director Trish St. Amand at 506-273-4885 ext. 4895 to make arrangements.

If you have any questions, please call us at 506-273-4885 and ask to speak to a Registered Nurse.

Thank you for taking this matter seriously.

Sincerely,

Donna Miller-Wallace  
Executive Director, Victoria Glen Manor, Inc.