

Resident Update
Wednesday October 5th, 2022

How refreshing to be writing a note to you that is not primarily about COVID. While for us here at The Cedars guidelines and restrictions that govern visitors and staff remain in place there is much beginning to open up for all of us.

With more time closed indoors coming soon, along with the flu season, we still need to remain cautious and vigilant for our health management. We have been lucky that COVID infections have been relatively minimal within The Cedars. Let us work to ensure that this continues through the autumn and winter months.

By now, everyone knows that if you have any concerns and wish to be tested for COVID Jonathan, otherwise known as “Captain Covid”, is happy to oblige.

I would like to focus on the delivery of housekeeping services here in The Cedars. Our agreement with you is to provide weekly linen changes and light housekeeping. Light housekeeping includes washing and sanitizing kitchen and bathroom areas, vacuuming carpet and mopping any vinyl floors. It does not include dusting, doing dishes or tidying counters. If bathroom and kitchen counters are cluttered or the floors are piled with books, newspapers etc. housekeeping staff cannot do their work. Items left on the floor can result in tripping hazards for both you and our staff.

On your housekeeping day, please ensure that staff are able to clean your suite properly by having your counters and floors clear of any clutter and your kitchen sink empty of dirty dishes.

Some residents are attempting to set their own timelines as to when the housekeepers can enter their suites. While staff are able to adjust their scheduling somewhat if everyone is asking that the housekeepers do not come before 10 a.m. or no later than 9 a.m. it would be impossible to get work done. Please know that the housekeepers will do what they can to accommodate residents however, they need to be free to set their own timing according to their workload. I would also ask for some patience with staff. If they are 10 or 15 minutes later coming to your suite than you expected it is likely because there have been additional demands in someone else’s suite.

Housekeeping services are provided weekly. If you would prefer that you receive those services less frequently, please discuss with either Tony, as Manager of Environmental Services or with me.

Karen Hope
Executive Director