

# Staying Safe

Taking Extraordinary Care  
in Extraordinary Times



## Safe Team

V!VA Team Members are trained in infection prevention and control, always wear a mask, cohort where necessary, and work exclusively in one location. Plus, all Team Members are screened prior to starting their shift, and bi-weekly testing is available on-site.



## Safe Amenities

Cleaning schedules have been increased with a focus on high contact surfaces within high traffic areas and suites.



## Safe Dining

V!VA's new Anytime Dining program gives Community Members the flexibility to dine when they please\*, meaning fewer people dining and more distancing in the dining room at any given time.



## Safe Socializing

Community Members are screened twice daily, and wear masks when outside of their suites and not dining. Activities have been modified to encourage physical distancing while still delivering engaging and fulfilling experiences.



## Safe Moving

Thanks to our effective protocols and dedicated Team, many new Community Members have safely moved in during the pandemic.

**See reverse to see what our Community Members and families are saying about staying safe at V!VA.**

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\*During newly extended dining room hours.

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## What people are saying about V!VA Retirement Communities

"The idea of moving mom into a retirement home during the pandemic was daunting. Our whole experience from our first tour to moving in was smooth, easy and efficient all thanks to the team! We can't believe how quickly she adapted thanks to a very warm welcome. She is making new friends, loves the activities, shopping trips, and can't say enough good things about the food."

– The Caird Family

"The V!VA team are true heroes for showing up each day to care for my mom and all the Community Members. Thank you for keeping them calm, and as safe as possible." – Debbie R.

"Thank you for all that the team has done to make V!VA as safe and comfortable as possible. You are remarkable, and cannot be praised enough for taking such great care of my dad. We are grateful he is in such a caring and beautiful place." – Beverley F.

"V!VA is the best place for mom to be during the pandemic (and any other time!). She moved-in June 2020 and is very happy there. Mom is safe, well fed and social. She participates in fitness classes and other activities. The team is fun, energetic, positive and accommodating. I highly recommend V!VA to eliminate the stress and worry for both seniors and their families. Thank you!" – Pat K.

"I have lived at V!VA for just over one year, and I am very impressed with our care during the pandemic. V!VA is going above and beyond to ensure our safety. I feel very secure, and I am very thankful!" – Sally H.

"I am very fortunate to be living at V!VA on any normal day, but especially during this pandemic. The staff have been excellent in all protection protocols. My heartfelt appreciation goes to everyone here."

– Gord H.

"I have been extremely pleased with V!VA during the pandemic. This is nothing like what we are seeing in long-term care homes. The team is committed to our safety and goes beyond expectations. I even called our local radio station to let them know how well we are being taken care of. I could not ask for more." – Margaret L.

"Thank you to everyone on the team for the extraordinary job keeping mom, all Community Members, and yourselves safe in these challenging times. You can feel the care and love (and precautions), when you walk in the door." – Gail T.

"My mother moved into V!VA in June 2020 during the pandemic. The team was tremendous at welcoming her and ensuring she felt at home as soon as possible. They are truly thoughtful and caring!" – Ross B.

"In spite of the pandemic, the team has exemplified the V!VA values: *Be A Friend; Make It Better; Love What You Do; Work as a Team; and Have Fun!* They do everything possible to build a sense of community through warm, friendly relationships and a wide range of creative, fun activities." – Linda W.

**See reverse for how V!VA puts safety first.**

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