

July Updates and Information

There is anticipation and excitement growing at Diamond House, we are seeing light at the end of this COVID tunnel. We want to share with you some of our accomplishments, challenges, celebrations, and sorrows. I want to start off by giving huge praise to our residents, families, support staff and caregivers. The bravery, grace and tenacity has been an asset over this trying time. Thanks to some ingenious thinking and hard work we are coming out of this COVID lifestyle in good shape. The months of no physical contact, isolation, PPE, and social distancing followed by window visits, Face time/Duo, phone calls. Through the many forms of electronic assistance our residents and families have shown the ability to adapt and overcome. This has been a humbling journey to say the least.

As our gardens start to bloom and come to life, I want to thank the amazing people dedicated to Diamond House. The bulk of our gardens are tended by Charmaine Maccooh. Charmaine is a daughter to Bernard who resides here at Diamond House. Our gardens are also tended by the staff and residents, it takes quite the team to keep our grounds and gardens growing.

Our Activity staff Amanda, Kassandra and Murray wear many hats to help serve our residents. Here are a few services they offer and help facilitate. All electronic visits, salon appointments, footcare appointments, mail delivery, newsletter, stalking the library, resident council meetings, operating the canteen, as well as devotions, exercises, and weekly activities. Activities is happy to announce a much-anticipated change, we are now permitted to have live music and artists back in the building, we have already had the pleasure of listening to Neil & Nancy and The Old Time Rhythm Makers. Our residents had a toe tapping, hand clapping, singing good time. Our Obie continues to be a source of enrichment and intrigue for our residents as they learn to navigate what programs and features are best suited to them. If you are wanting to stay in the loop of upcoming activities and events at Diamond House, our activity team puts together a monthly newsletter that includes a calendar of events. If you have not picked up a copy from Diamond House, you can contact our activity people and request a copy via email or mail. [Diamond House | Facebook](#)

Our Kitchen has been innovative and creative in the new 5-week menu rotation. The kitchen has been rolling out tasty desserts. Wanda is a dual staff member at Diamond House, we are blessed to have Wanda in the kitchen as well as a housekeeper. Wanda always has a happy and uplifting personality, and her positivity is contagious. Wanda consistently goes above and beyond for our residents, most recently Wanda and the residents of House 3 were talking about the Berry Barn. Wanda surprised staff and residents with fresh waffles, berries, whipping cream, and sausage. It was a tasty treat made with love.

Our Visiting Coordinators Joan and Cassandra have been busy welcoming in guests and with the anticipated loosening of restrictions we can now support visits from all family and support staff. Our visiting hours are from 10:00am – 4:30pm open 7 days a week. We are asking all visitors wear a medical grade mask, screen, sanitize and remove outdoor shoes. We can support 4 visitors in-suite and 9 visitors outdoors. We are happy to see our residents leave the building for outings and overnight stays keeping the Public Health Order in mind. This is



a much-welcomed change and addition to coping with COVID. As of July 11, there will no longer be designated visiting hours, the doors will be open from 7:00am – 10:00pm. Visitors will sign into the home, wear a mask, and apply hand sanitizer, we will not longer have Visiting Coordinators.

Nurses are an integral part of our team; we are astonished with their ability to keep everyone happy and healthy. Our nurses can be found serving meals, assisting staff, making appointments, assisting residents resolve and navigate their cares and concerns. Our nurses not only, change dressings, offer comfort, make appointments, help with medication, etc. They also are the reference people for all staff questions and concerns; our nurses offer clarity for complex medical needs and lend guidance and support as our residents navigate changing medical needs.

Our PCWs are the real MVP's throughout COVID-19 they have changed, adapted, and persevered with grace and compassion second to none. Our PCW's can be found not only tending and supporting our residence and their varying needs, but they can also be found being extra milers, throwing parties, baking, shuttling residents to appointments, playing games, reading, doing puzzles, gardening, and the list goes on. If I had one word to describe our PCW's I would use the word "Bountiful".

Our House Keeping team has been doing a bang-up job of helping us stay sanitized, stocked and looking our best. Along with the additional sanitization required due to COVID-19, our House Keepers can be found serving meals, helping with various projects, and assisting residents with daily tasks.

Our Maintenance team has been in overdrive this year keeping our building safe, maintained, and organized. Chris and Erik are dual team member. Chris and Erik can be found shuttling residents to appointments, house keeping, helping residents move in, serving meals, and doing maintenance. Chris will always have a happy greeting and helping hand for any situation that crops up.



Our Home Coordinator Kristine has done an outstanding job of navigating us through the dips and twists of COVID-19. We appreciate Kristine's willingness to go above and beyond for our staff and residents. You will see Kristine throughout Diamond House assisting staff and residents, helping with doctor's rounds, navigating Public Health, and assisting families and support staff with resident needs, cares, and concerns. Kristine can be recognised by sound, you will hear Kristine singing, humming, or sharing a laugh. Kristine has a gift for uplifting those around her. We are grateful for Kristine's diverse background and ability to bring our team together. Kristine puts her heart and soul into everything she does, and we appreciate her servant /manner and dedication.

Our Home Administrator Kelvin has been bustling with new projects that come along during spring and summer. Aside from helping our home stay in good order, Kelvin arranges home tours and facilitates new resident move ins. Kelvin is our go to guy when it comes to all things, whether that be moving, maintenance, or side projects, etc. Kelvin has a strong interpersonal ability and can be found cooking and serving breakfast, assisting family and support staff to ensure our residents are as comfortable as possible. Kelvin always makes time to stop and visit with our residents and can frequently be found with a hammer and phone multitasking throughout his day.

I am grateful for the changes coming our way, I am looking forward to being able to see our residents hug and share their lives with those who mean the most to them. I am looking forward to Diamond House opening full swing so we can share our home with you all.

Diamond House is currently offering viewing opportunities and tours to the public. Feel free to contact Kelvin our Home Administrator at 306-955-1300 (Ext #1).

