



21616 - 52nd Avenue | TEL. 604.530.1101
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COVID-19 UPDATE

March 22, 2020

Dear Resident

It has been 3 ½ weeks since our first notice regarding the COVID-19 crisis. This crisis has escalated at an alarming rate. The Minister of Health has indicated that we are on the same trajectory that Italy was on. But we still have the opportunity to stop this if we are smart and accomplish social distancing and isolation.

We have been about a week ahead of many residences with respect to implementing new safety protocols. We have withheld the urge to shut down our dining room but watching on a daily basis tells us that it is time to do so. Some residences have shut their dining rooms down and some, as of today, have gone to a full quarantine of all residents. A full quarantine is at this point not necessary, in our opinion. This could go on for some time and a full quarantine would cause the majority of you to climb the walls! However, closing all activities where we can't guarantee social proximity regulations can be upheld, including the dining room, is now the next step in our fight to keep you and us all safe.

Our main problem remains to be the entry of Fraser Health Authority care aides into our building. We have requested that the FHA appoint one care aide (or two as needed) to each building to avoid spreading the virus from building to building. That doesn't appear to be a solution that they are onboard with. We hired 4 extra care aides in January to give us relief in a situation like this. However, we now have 8 staff members at home on self quarantine and our resources are strained. But we are okay. We have good people willing to pull extra shifts.

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Once we are back to our full care team – in one week, hopefully – we will take over all FHA care and refuse them entry to HP. This is an enormous undertaking, as they see many residents here. Just getting a handle on what care they are providing is itself a difficult task. FHA has agreed to cooperate in this regard.

So, beginning Monday, March 23rd, the Bistro will be open but will be limited to one person per table. Do not move the chairs between tables. The dining room will be closed. We will bring your meals to your suite. The time of delivery will be between 11:30 and 12:30 and 4:30 and 5:30. The task of providing two choices for meals is not feasible as we cannot call 137 suites and make note of what everyone would like, so we will be offering one choice for each meal. We will be sure to make the meal choice something that is generally acceptable to everyone. Scheduled activities are now cancelled but watch the board for new activities where we can maintain safe social distances.

Once we can take over FHA care aide duties and keep everyone out of HP with the exception of staff, we will be able to go back to our regular routine, with the exception of bus trips and will still require residents to go for walks only and not visit with anyone while out.

We can do this. But only with your help. This may very well be the largest challenge that most of us will ever face. We don't know where our enemy is hiding. People don't know if they are infected for up to 14 days and longer. It is impossible to know who may have COVID-19 until they are symptomatic.

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WALKS OUTSIDE THE BUILDING

We have looked at this extensively. As long as you don't stop on your walk or scooter ride and converse with people, shake hands or touch people, we see no reason that you shouldn't take a walk outside of the main loop around the building. However, don't get close to anyone. Our staff are following the same rules. Don't go into any public places while on your walk. This is incredibly important to the health and safety of others.

SOCIAL CONDUCT TO OTHERS

There seems to be this urge with a couple of residents to **police** the actions of other residents. We need to maintain calm and civility amongst us and yelling at a resident who you see touch someone or sit too close to someone is not going to assist in the maintenance of civility. If you have a concern, direct your concern to nursing staff or management. You can politely remind someone that we are supposed to stay distanced from each other, but don't be rude to others as this will undoubtedly build into chaos if left unchecked. Remember, we are all human. We all forget to wash our hands or accidentally touch someone's shoulder. Gentle reminders are fine. Rudeness is not.

Thank you everyone for helping us DO THIS. We are going to get through this but it will take time and the support of everyone within these building walls. And remember: **RIGHT NOW WE ARE ALL SAFE. LET'S KEEP IT THAT WAY!**

Sincerely,

Glenn Bell

Co-Owner and General Manager

