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April 10, 2020

Hi all

Staff and management at HP want to wish each and everyone of you a very Happy Easter! Hopefully, next year will be an Easter where we can join our family and friends again.

I wanted to give a quick update and make a request regarding deliveries.

Today is the 14th day that we have not allowed Fraser Health Authority employees entrance to Harrison Pointe. Although the fight against COVID-19 is a continual one, I am pleased to say that we are still free of any signs of the infection. You should be aware that the FHA still continues to have their care aides and nursing teams go building to building instead of employing the practice of cluster care, which is to leave two or three care aides in each facility so as not to spread the disease between buildings. The March 26th announcement from Dr. Bonnie Henry was very effective in creating the illusion that this practice would stop but it has not. Dr. Victoria Lee, the CEO of the Fraser Health Authority issued a statement on April 9th that said in part:

- **Single Site Policy:** As of April 8, there are no restrictions in place in terms of the number of facilities that you can work at unless it is an outbreak facility. There is a Provincial policy direction that will be coming in the next day or two. We will share more details about the sites and staff that may be impacted and timelines as soon as we have them.

This appears to be in contradiction of worldwide protocols on this subject and is the equivalent of using contraception after the first trimester of the unwanted pregnancy. In our opinion, this is the wrong approach in light of what the world has told us with respect to their battle with COVID-19 (the rest of the world being 2 to 3 months ahead of us). Therefore, we will not permit the FHA from entering HP until this crisis is over. It takes up to two weeks for symptoms to occur. The above policy means that a care aide could go between facilities for two weeks, spreading the virus before anyone would know. This is not acceptable to us and shouldn't be to the FHA either.



We are receiving an incredible amount of products from families for their loved ones. In order to effectively sanitize everything you bring in prior to taking it to the resident, we ask if you could abide by the following protocols:

- Please restrict deliveries to Tuesday, Thursday and Sunday between 10:00 am and 3:00 pm.
- Please refrain from bringing homemade food and treats
- Please do not bring flowers or plants
- Please sanitize the product prior to bringing it to us. We will sanitize it again prior to delivering it to your loved one.

FACETIME AND SKYPE

At the suggestion of our assistant nurse manager, Tara, we have set up a private station with an IPAD for residents to be able to facetime or skype their loved ones. If you arrange a time with our receptionist, we will let the resident know, escort them to the room and make the call to you for the resident. When you contact our reception, please leave your contact information and whether it is facetime or skype. Our information for this purpose is:

Facetime: harrisonpointefacetime@gmail.com

Skype: Harrison Pointe

Enjoy your weekend!

Sincerely,

Glenn S. Bell, BCLS, ASCT
Co-Owner and General Manager