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March 31, 2020

Hi All

I thought I should send out a quick update tonight.

Unfortunately, we found out today that Langley Lodge has a staff worker who has tested positive for COVID-19. This really hits home for many of us at Harrison Pointe because we know several residents there (former HP residents) and several staff. Our prayers are with them to get through this okay. It also hits home because this damn virus is creeping closer to home. It is at Langley Memorial Hospital, Langley Gardens and Langley Lodge (staff only at the two care homes). It is also at Amica and Evergreen in White Rock and Elim in Surrey.

We remain vigilant and I personally remain confident that we are going to be okay. April 11 is a significant milestone for us as it marks 14 days since we banned the Fraser Health Authority from Harrison Pointe. We have quarantined all residents that were in contact with FHA care aides, so if we remain symptom free by April 11, our main concern is our own staff. We believe that we need to concentrate on quarantines and continual sanitization of everything people may touch in our building and are continuing this all day long.

Another source of possible entry of this virus is from the supplies that families bring for the residents. We sanitize everything that you bring here before delivery to your loved ones. But we ask that you do the same prior to our sanitization. This will give us one more level of security. Those that find these precautions "ridiculous", I ask you to review the state that Italy, Spain, Iran, Switzerland and the U.S. are now in. The U.S. is now predicting 200,000 to 250,000 deaths from this in their country alone. And the majority of all deaths are the elderly!

Families have been bringing in take out food orders for their loved ones. We take the order, sanitize the container, take it to the suite and then place it on the resident's own dinnerware. We would like to request that you stop delivering these "treats" because, firstly, it is labour intensive for our staff to sanitize and secondly, because we feel that it is an unnecessary risk. The virus can live for 3 days on a hard surface.

I want you all to know that we have guaranteed staff sick days whether they have any left or not, in order to maintain honesty from staff. In other words, if they feel that they have been compromised by being in contact with someone sick or questionable when home, they know that they can confide in us and they will still get paid while they are in home isolation.

We are determined to win this fight. Our staff are truly spectacular. This has proven to be a team building exercise for us. We won't let you down, you have my word. If you ever need to talk to one of us, just call.

Sincerely,

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

