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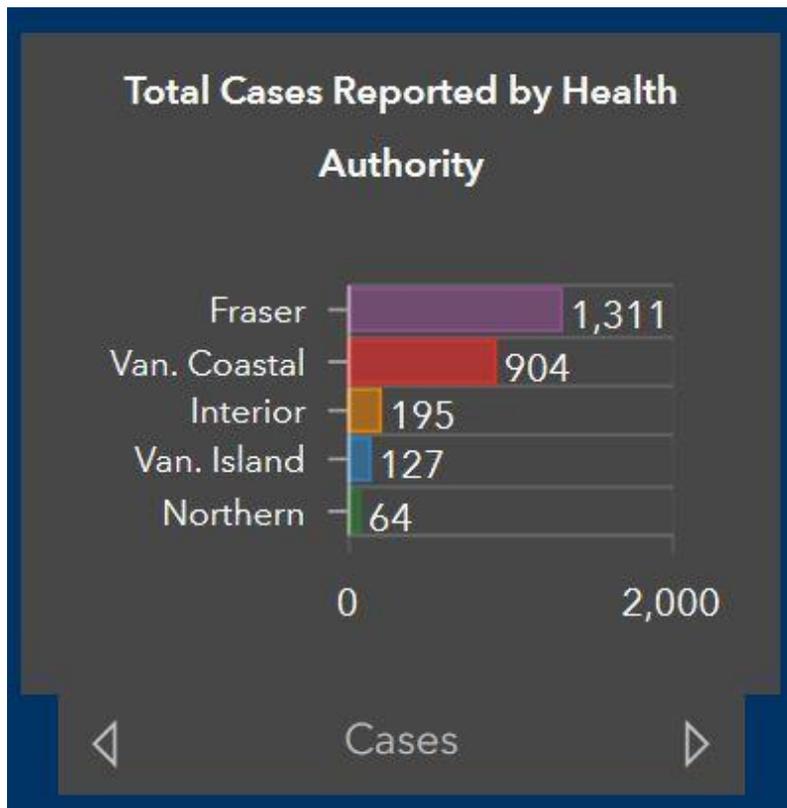
Dear Residents and Family Members:

June 5, 2020

RE: Going Forward

I know that you are all wanting to know when we will begin to relax the rules at Harrison Pointe. We have been working on a plan for that and I would like to go over the initial relaxations with you.

The relaxation of protocols at this time, in our opinion, is too early. We saw a major spike in cases 16 days after the May long weekend, which we anticipated. Worldwide, it has been shown that 12 to 16 days after people assemble together, there is a spike in cases and a resurgence of the virus. The Fraser Health Authority remains the health authority with the highest number of cases of all health authorities in B.C. Langley Lodge has now had 14 staff members (2 from FHA) and 24 deaths. Our heart goes out to the family of all affected by this terrible virus.





Our team meets continually to go over current trends, WHO data and FHA information to review our protocols and consider what to do next. We are aware how decisions to allow someone in or to allow this person or that person to work and not allow that one can be judged by onlookers with concern and questions. We spend hours reviewing available data and weighing options before making decisions on going forward.

We have to consider the following when determining what to do at this point:

- Mental well-being of residents who are suffering from isolation due to circumstances that have resulted in quarantine
- Ability of residents to truly reduce their contact with others through physical distancing, ability to avoid contact with physical surfaces when out, ability to withdraw from talking to strangers in close proximity (considered extremely HIGH RISK)
- Impact on family of isolation from resident and vice versa
- Compassionate care visits (This has never ceased to happen here. **All** compassionate visits have been approved and monitored for safety)
- Provincial Health Orders and Fraser Health Orders
- Common sense

Currently, we have 13 staff members that are no longer working at Harrison Pointe for one reason or another due to COVID-19. I take my hat off to all the staff that have stepped up to the plate and taken on more duties to fill in the gaps. We have a wonderful crew!! That list will no doubt grow over the coming weeks as people slowly return to work.

So, what is our plan for re-opening? On Wednesday, I asked residents to keep a daily diary of their activities and continue for one month after all normality is restored and we can then take a real look at what the impact was on their lives. I think it will probably only be one or two activities per month – ie meeting family or going to the store. Many thought about this and came up to me a few hours later and said “you’re right, this is more in my head than I realized”.

Our plan is to be two weeks behind whatever announcements are made for our sector (health) so that we can monitor the outcome of these decisions before we jump on board. This isn’t to say that the mandated decisions will be inappropriate, but if we wait for the two week period, we will be able to judge (either at the rest of the populations failure or success) whether the decisions were valid. The two week period is the “saving grace” for all of us and we really need to abide by it to keep all safe.



In the meantime, we want to ensure that families can visit with their loved ones. So, we are setting up an area in our north-west patio by the pond where families can visit with their loved ones (our residents) safely. We will have tables set up where residents can sit at one table and immediately adjacent to them, they can visit with family at another table, separated by about 2 metres. This is just the first stage in re-opening.

We have always allowed visitors for compassionate reasons. Those visitors are gowned, gloved and masked and escorted to the resident's suite for their visit. That will not change.

We are re-opening some common areas, where we have staff to ensure that equipment is cleaned after handling. This **will not** include activities within the HANGAR at this time. BINGO **will not** reconvene at this time as it is one of the most difficult areas for infection control.

We have introduced bowling, stepped up the sing-a-longs from 4 times per month to 8 times per month, introduced a colouring program, brain games, jeopardy, increased exercise class from 3 times per week to 5 times per week and a variety of other venues.

The dining room will remain closed for the foreseeable future. This is not only our decision but a Provincial Health Authority Order, as we cannot achieve required distancing. Meals will continue to be delivered to residents' suites.

We will look at every request for relaxation for a particular situation case by case, considering the particular resident's situation, family situation, safety, etc.

Our hope is that there will not be a Second Wave of COVID-19. We are cautious because the Health Authority has just released their WAVE ONE SUMMARY, detailing the devastation thus far, which seems to indicate that they too believe that a second wave may be coming. I would share this with you but it is marked "Confidential" and I am not at liberty to distribute it.

All in all, I think that we should remain optimistic. Oxford University is in human trials on a vaccine and, if successful, they believe it will be available in September. They already have an agreement with the major drug company AstraZeneca to produce it in the hundreds of millions of doses. We don't believe that we will be in this situation still in September, but it is encouraging to understand that we will be able to beat COVID-19 at some point, as the world did with Smallpox.

With respect to quarantining of residents who have been to the hospital, stores, doctor's offices, we are reluctantly reducing the quarantine time to 7 days, with multiple temperature checks throughout the day. The temperature checks will continue for an additional 7 days after the first week of quarantine, but as long as the resident does not show a temperature spike,



they will not be quarantined for the second week. Residents who are quarantined will continue to be able to go for walks around the building but will be required to wear a face mask and gloves and restrict their movement throughout the building so as to avoid contact with other residents and common surfaces.

In order for the hairdressers to return to work, we will have to restrict the number of residents in the hair salon to one person at a time. This will require the hairdressers to work Monday thru Friday to accommodate everyone. Prior to re-opening, the hairdressers must demonstrate that they can meet WORKSAFE BC's COVID-19 "Personal Services Protocols for Returning to Work" and "Cleaning and Disinfection Protocols for COVID-19". We hope to have this in place by the end of this coming week.

With respect to meetings with family members, please call and set up a time with reception so that we don't exceed the number of people at any given time. Entrance will be through the patio entrance at the corner of 216 Street and 52 Avenue. Please call reception any day between 9 and 5 to set up a day and time for your meeting (604-530-1101 Ext 6000).

Thank you to everyone for your continued cooperation and great attitudes while we all work through this pandemic.

Please know that you can call me at any time at 604-837-0638.

Sincerely,

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