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June 30, 2020

## MESSAGE REGARDING VISITS AND CURRENT STATE OF COVID-19

Dear Residents and Families:

If you watched the news last night, you would have seen the Director-General of the World Health Organization, Dr. Tedros Adhanom Ghebreyesus, tell us that COVID-19 is far from over.



***“We all want to get on with our lives. But the hard reality is, this is not even close to being over.”***





Canada has done extremely well in combating COVID-19. Yes, back east in Ontario and Quebec, they made a good mess of things. But overall, the people of Canada are basically kind, compassionate, empathetic and law abiding citizens and the attitude of the Canadian people has shown that this virus can be overcome.

The United States has not managed so well. Partly, of course, is the administration's continued attempt to downplay the seriousness of this pandemic. Trump's recent solution to reduce the number of outbreaks is to "stop testing". "If we don't test, we can reduce the numbers". Brilliant!

Canada moved into a steady reduction of COVID-19 cases around May 9<sup>th</sup> and we have continued on this course since that date. On the other hand, the U.S. began its second wave around June 12<sup>th</sup> and it is now considered that the number of daily cases will "grow exponentially" over the coming days and weeks.

Our saving grace right now is that the Canada-U.S. border is basically closed to all but essential travel. If it is reopened anytime soon, we are going to be in a lot of trouble because we will not be able to ward off a second wave with people travelling to and from the U.S.

#### **VISITS:**

Dr. Bonnie Henry announced at noon today that they would relax the visitation regulations for Long Term Care and Assisted Living Residences in British Columbia. This comes three days after the Fraser Health Authority issued an order that only essential visits would be allowed and there was a four page questionnaire for any family member to fill out to determine if their request was "essential". We are currently reviewing the order and regulations that accompany the order and will advise everyone of our new visitation protocols by Friday, July 3<sup>rd</sup>. Basically, one visitor per resident will be allowed during the day when a representative of the care staff can escort them to the meeting place. We will have two meeting places, one outside for nice days and one in a private conference room in the Hangar. Visits must be by appointment only.

Meal deliveries to suites will continue for the month of July.

We will put together the visitor protocols and have them to you by this Friday so that you can all make appointments to see your loved ones again. We have a long road ahead but that light at the end of the tunnel is no longer a train!



## CANADA

In **Canada**, from **Jan 26** to **4:03pm CEST, 30 June 2020**, there have been **103,250 confirmed cases** of COVID-19 with **8,522 deaths**.

### Canada Situation

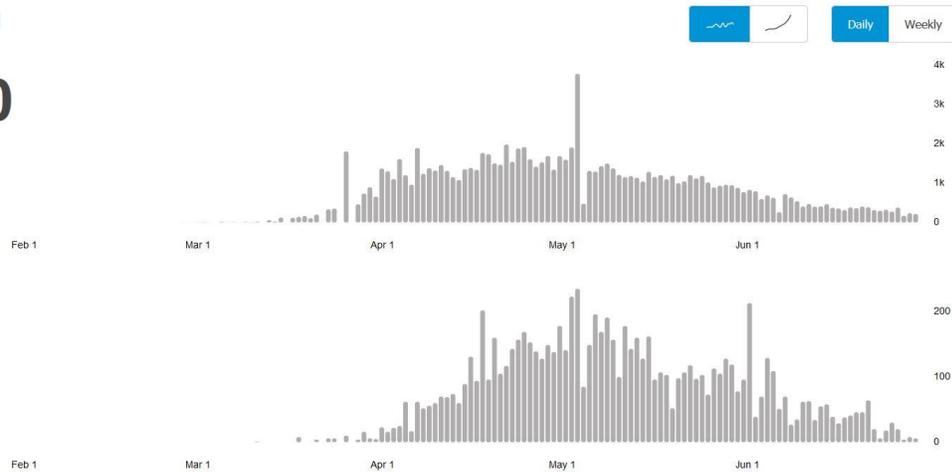
**103,250**

confirmed cases

**8,522**

deaths

Source: World Health Organization



**The First Wave began to subside around May 9<sup>th</sup> in Canada**

## UNITED STATES

In **United States of America**, from **Jan 20** to **4:03pm CEST, 30 June 2020**, there have been **2,537,636 confirmed cases** of COVID-19 with **126,203 deaths**.

### United States of America Situation

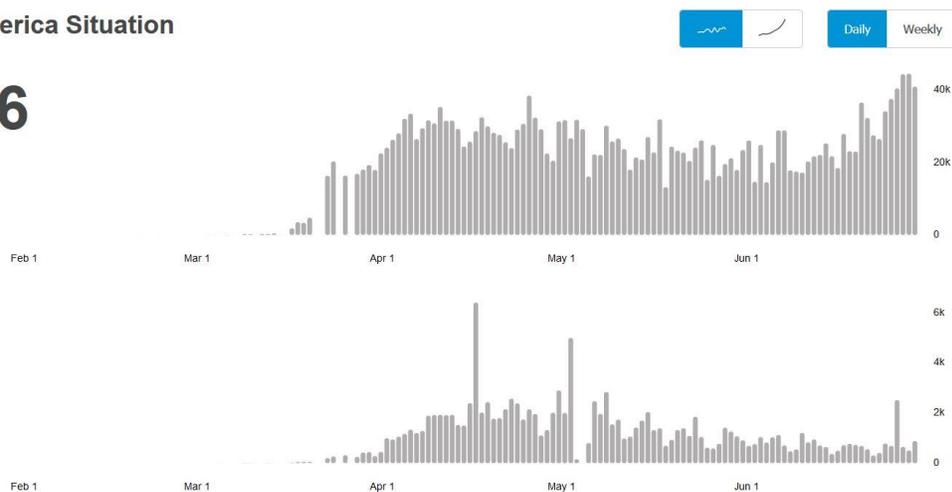
**2,537,636**

confirmed cases

**126,203**

deaths

Source: World Health Organization



**Second Wave began around June 12<sup>th</sup> in the U.S.**



It is apparent that this has taken an emotional toll on both residents and their families, judging by the recent angry conversations that we have had with both. These conversations are NOT the norm, but they happen.

I would like to urge you to address all your comments to me personally and not verbally attack our staff, if you are angry at the way things are going. Our staff have no choice but to follow the protocols that we have put in place. When you attack them verbally, you are discouraging them from carrying out their duties. Remember, their lives have changed drastically since this pandemic began, not just yours.

Also, please keep in mind that you have only yourselves (in the case of a resident) in mind and, in the case of a family member, only your loved one in mind. We have 156 residents that we have to keep in mind and make decisions that will benefit **ALL** of our residents. We know the personal health details of 156 people that we have to consider, you do not. So, please understand that our decisions take in a far greater scope than just what you can see and show us, particularly our staff, some understanding.

Thank you very much.

Sincerely,

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