



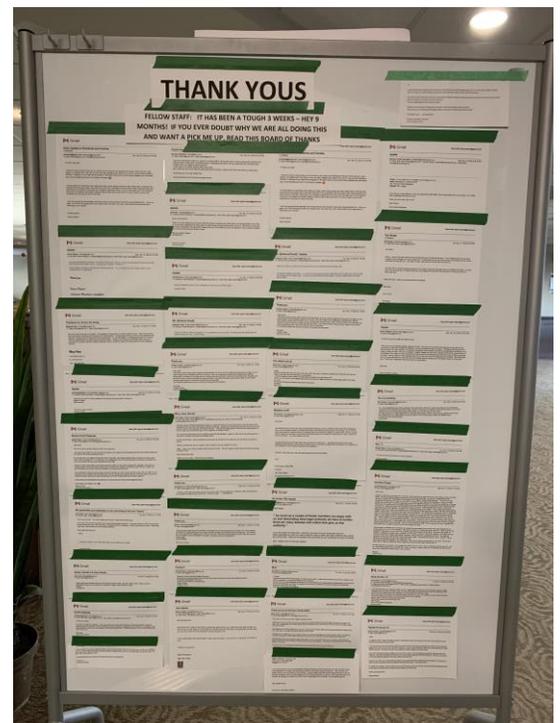
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December 2, 2020

Hi All:

Yesterday was a rough day here for staff (and residents too, of course!). A lot of us went home tired and feeling fairly defeated. It is as if many of your loved ones sensed this because I arrived this morning to a stack of emails printed out by Audrey, all words of thanks and encouragement. We have shared this with staff on our board downstairs. Thank you very much for that!

We have been in discussions with the Medical Health Officer (MHO), through our Outbreak Team Lead much of today regarding lifting some of these restrictions. They aren't budging on this yet. We understand why, truthfully. There is a chance that our staff member who recently tested positive could have spread it. So, we have to watch residents for symptoms very carefully for a few days. If you recall, one resident didn't disclose their symptoms, which at that time, set everyone back a week. So, **PLEASE** tell us if you are experiencing any of the symptoms that I will list on the reverse of this letter so that we can test you **AND, most importantly**, help you through them, monitor your vitals and ease your discomfort through the concerted efforts of our care team. We are here to help you.



The Harrison at Elim Village began their fourth outbreak today. My heart goes out to those poor residents and staff. They must be exhausted!

Most of you have your TV on and tuned to the NEWS each time we deliver meals to you, so I imagine that you already know this, but it was another bad day in B.C. with respect to COVID-19 infections. 656 new infections and 16 new deaths were reported today, almost all of which happened in the FHA. These are really high numbers.





If a resident or any family members are aware of any loved ones that are experiencing any symptoms, please call us at 604-530-1101, Extension 6011 and advise us.

Possible symptoms are:

- Fever
- Congestion
- Sore throat
- Runny nose
- Dizziness
- Vomiting
- Diarrhea
- Loss of or increase in smell and/or taste

Please remember that most of the above symptoms are the same symptoms for influenza and we are in the flu season. So, if you have any of the above symptoms, that does not mean that you have COVID-19 but we need to know so that we can have you tested. Our experience thus far is that the respiratory illness that has proven fatal to so many people hasn't been a symptom for our residents. The most common symptoms have been vomiting, diarrhea, runny nose and loss of (or increased) smell and/or taste. Fever has not played a part in any resident's symptoms thus far.

Please get out there and take walks and chat with each other while maintaining a 2 metre minimum separation and wearing a mask at all times including the hallways, elevators and all common areas. We will get through this.

Sincerely,

Glenn Bell

