

## COVID-19 Update for Residents & Families

April 2, 2020

With the ongoing spread of the COVID-19 virus, the Chalmers Management team has implemented protocols and procedures to safeguard the health of residents and staff.

Watch for regular updates and links on the Chalmers Lodge website.

**Welcome to our new Director of Care:** We are pleased to introduce you to Lara Fares R.N. GNC. Lara brings a wealth of knowledge and expertise to her role. She is looking forward to getting to know all residents and your families.

**COVID-19 Screening:** All residents are being screened twice a day by nursing staff. If a resident exhibits any symptoms, they will remain in their room a minimum of 14 days.

**Personal Protective Equipment:** For the safety of residents, all staff must use full PPE when within 2 meters of residents.

**Home Support:** All external home support services are on hold until further notice. Care is being provided by Chalmers Lodge care aids.

**Going Out:** Residents are discouraged from running any errands. You are encouraged to place orders for supplies. Order forms are at Reception. Residents may go to medical appointments and enjoy walks on Chalmers property and will be screened on re-entry.

**Visitors & Family:** Under the direction of the Provincial Health Officer, visits to the Lodge are restricted with the exception of visits for compassionate (end of life care) as approved by our Director of Care.

**Staying Connected:** We encourage friends and families to stay connected with residents. Please let us know if you would like to arrange a call with Skype or Facetime.

**Activities:** All large group activities have been cancelled. Plans for small group activities will be implemented shortly. These include movies, special teas, documentaries and more. Residents are invited to join exercise classes at 10:30 a.m. in the dining room.

**Dining Room:** The dining room is now converted to a beautiful common area arranged to promote social distancing. Residents are encouraged to come down and enjoy the company of others.

**Meal Service:** Residents now receive tray service to your rooms - 3 meals/day as follows:

Floors 1 - 4	Delivery is 7 a.m., 11 a.m., and 4:30 p.m.
Floors 5 - 8	Delivery is 8 a.m., Noon, and 5:30 p.m.
Floors 9 - 12	Delivery is 9 a.m., 12:30 p.m., and 6:00 p.m.

**Coffee/Tea and Snacks:** Served in the dining room at 10:45-11:45 am and 2:45-3:45 pm