

## Update for Residents & Families

April 24, 2020

Chalmers Lodge Management Team is pleased to report that our community remains free of COVID-19. Thank you to our residents, staff, families, and friends for pulling together and supporting each other during this challenging time.

The following is a summary of our current preventive measures.

### For Residents

- We provide training and reminders to follow health recommendations including hand hygiene, physical distancing, and cough etiquette.
- All large group activities are temporarily discontinued. Small group and individual activities are offered that promote togetherness while physical distancing.
- All outside visits are temporarily discontinued. Chalmers staff assists residents with virtual visits with family and friends. Book your virtual visit today!
- Residents are asked to stay on Chalmers property. Volunteers provide frequent shopping services at Shoppers Drug Mart and Jak's Beer & Wine store.
- We have implemented a 2 person per elevator rule to allow for safe distancing.



### For Staff

- All staff are screened twice daily, on arrival and departure.
- Chalmers provides personal protective equipment appropriate to the job.
- Staff receive ongoing training on recommended preventive practices.
- Workflow has been adjusted to allow for physical distancing.



### Housekeeping Department

- Provides continuous deep cleaning and sanitizing of all communal spaces.



### Nursing Department

- Monitors all health updates and implements all required preventive procedures in the Lodge.
- Ensures health of residents with twice daily checks.
- Provides all care services to residents (eliminating any risk of infection by external home support).
- Assists residents with virtual medical appointments and provides support for off-site appointments.

### Food Service Department

- Provides tray service for all meals to residents in their rooms.
- Offers full-service coffee and tea in the Lobby all day, with a.m. and p.m. snacks.