



Date: November 11, 2020  
To: Chalmers Lodge Residents and Family  
From: Chalmers Lodge Management  
Re: Enhanced Monitoring Protocols at Chalmers Lodge

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Today we received information of a confirmed COVID-19 test of one of our staff members. Chalmers Lodge has been in contact with the Medical Health Office and is implementing enhanced monitoring to protect all residents and staff.

The enhanced monitoring measures include the following:

- The dining room is closed, and residents will receive tray service for all meals and snacks.
- All entertainment and activities are suspended.
- All in-person visitations with family and friends are cancelled until further notice. Window visits and virtual visits can be arranged through our dedicated visitation booking line and email.
- Residents are asked to remain in their rooms as much as possible and not socialize with other residents.
- Residents are to remain on Chalmers Lodge property.
- Residents are reminded to use extra precautions by wearing a mask, physical distancing, and hand washing frequently.
- Twice daily wellness checks and screening of residents are in place and will continue.

For your information:

- Enhanced housekeeping procedures are already in place and will continue.
- Enhanced staff screening protocols are in place and will continue.

We are committed to updating you on a timely basis. We will communicate with residents with notices delivered to your rooms, and with family by email. All updates will also be posted on our website.

We want to reassure you that we are fully prepared with all necessary supplies and protocols in place for an event like this.

Families can help by supporting the implementation of our enhanced monitoring protocols and by keeping in touch with your loved ones with frequent phone calls and virtual visits.

Thank you for your support.