



Date: November 12, 2020
To: Chalmers Lodge Residents and Family
From: Chalmers Lodge Management
Re: Enhanced Monitoring Protocols at Chalmers Lodge

Today we received information that a 2nd staff member has tested positive for COVID-19. Both staff members are self-isolating at home.

We continue our enhanced monitoring of all residents. None of our residents are exhibiting any symptoms.

We continue with enhanced cleaning procedures as well as enhanced screening and monitoring of staff.

We are working under the direction of the Medical Health Officer of Vancouver Coastal Health.

For your reference, our enhanced protocols also include the following:

- The dining room is closed, and residents are receiving 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 frequent hand washing.
- Twice daily wellness checks and screening of residents are in place and will continue.

You will be updated if there are any further developments.

We appreciate the many expressions of support and understanding we have received.

Thank you!