



Date: November 21, 2020  
To: Chalmers Lodge Residents and Family  
From: Chalmers Lodge Management  
Re: Update Regarding Enhanced Surveillance Protocols

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Dear Residents and Families,

We understand how difficult these last 10 days have been after hearing of a positive case of Covid-19 in Chalmers Lodge. After over 8 months of learning, planning, and preparing for such an incident, we are now put to the test. We want to assure you that we have stepped up our protocols with confidence, by either meeting or exceeding all recommendations of the Medical Health Officer of Vancouver Coastal Health. Our entire focus is on providing the best care and quality of life for all residents while maintaining enhanced surveillance protocols.

**Summary of Covid-19 Testing at Chalmers Lodge:**

Staff Testing:

- Positive Test Results = 3
- Negative Test Results = 11

Resident Testing:

- Positive Test Results = 3
- Negative Test Results = 6
- Test Results Pending = 11

**Timeline of Covid-19 Infection:**

Week of November 9th - Chalmers Lodge implement Enhanced Surveillance Protocols as 3 staff members tested positive for COVID19.

November 19th - Upon notification of one resident testing positive, the Medical Health Officer conducted contact tracing and ordered selective testing of 10 residents and 4 staff.

November 20th – Test results were received with 2 residents testing positive, 2 negative, and all 10 staff testing negative. Residents who tested positive for COVID19 are being cared for on site under isolation and contact and droplet protection protocols.

Chalmers Lodge is closed to new admissions. Enhanced surveillance protocols have been in place since November 11th. The end date for enhanced surveillance protocols has been extended by the MHO to December 3rd. 20 additional swabs of staff and selected residents were taken, with results expected within 24-48 hours. Be assured that if a resident has been tested for Covid-19, we will immediately inform you when results are received. Primary contacts will also be informed.

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

- The dining room is closed, and residents are receiving tray service for all meals.
- Snack delivery is suspended for the time being.
- 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, and 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 ongoing.

**How Residents Can Help:**

Abide by the recommendations, keep fit with exercises in your room, request books and other individual activities to help stimulate your curiosity, and maintain close contact by phone, email, and virtual visits with your loved ones. Report any changes in your health immediately and if you have any questions, speak to nursing staff during your wellness checks.

**How Families and Friends Can Help:**

Your supportive emails are most appreciated! If you have concerns about your loved one, know that no news is good news. Chalmers Lodge is fortunate to have a team of dedicated staff who are pulling together in the face of adversity. Management and staff are working long hours to manage this evolving situation. Kindly ensure any contact at this point is high priority to allow us to focus on caring for your loved ones.