

Good evening everyone,

Hope this emails receives you all well!

First, please accept my apologies for not sending an email on Saturday and Sunday. We have had a couple of very busy days tracking supplies, juggling staffing issues, etc.

I am happy to report at this point we have no residents with flu like symptoms. However, we are currently in a respiratory outbreak with a few residents with colds. All residents affected are in isolation to slow down any symptoms spreading.

Today we purchased Tim's coffee/tea and donuts for staff and residents. It was a great treat for everyone that participated.

We have been inundated with so much communication in the past few days, with advisories changing hourly. As most of you already know from my previous email and the daily news in Manitoba, Manitoba declared a "state of emergency" last week. This declaration has changed many things affecting some of the processes that we were initially adhering to.

We have continued with call/video conferencing. Thank you to all that have participated and thank you to those that are teaching your loved one how this whole new communication tool works. We recognize that it is difficult, confusing and sometimes just doesn't work! Some family members have come to the lodge and have connected with your loved one from outside! That's great too! In addition, recreation continues with small group activities as well as one to one. All staff throughout our facility; nurses; healthcare aides; maintenance; housekeeping; dietary and the Business Office are working hard at connecting with our residents.

It's clear that GLL needs to prepare for the long haul with many of the changes we are currently undertaking. We have met with our cooks to prepare different dining times for our residents so we can achieve social distancing. We are moving to modify dining times by floor with a 30 minute time between one floor to the other. This will include where residents will be sitting, what staffing ratios and relabeling most of the dining tables. We will be meeting with our staff in small groups to ensure that everyone understands the change, the process and the expectation. Rushing into some of these changes can be incredibly stressful to our residents as well as our staff. As always we will share our plans with all families.

We recognize the biggest risk to our facility each day is staff coming and going. As an employer we do not know the environments that each of our employees live in. As a facility we are required to check in with our staff daily, questioning their current health status each time they report to work. We have ordered handheld infrared digital thermometer temperature guns. We will be checking the temps of our staff when they are entering into our facility prior to the start of each shift. There is no guarantee of anything in this environment right now but we will utilize whatever monitoring tools that are available to us. This is not a process that all

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UPDATE Mon 23/03/2020 8:22 PM

personal care homes are using, it is not a suggestion from WRHA or Manitoba Health but it is a decision we have made as a facility to implement.

Just a reminder to everyone that during this time if you have travel out of province and your loved one's health status changes in a negative way, your travel could impact the visitation that you would be granted.

The pick-up/drop off for laundry is working well, thank you to those families that are continuing with this process.

If you have any questions, comments or concerns please feel free to contact our Business Office, myself or Alison directly.

We thank everyone for your continued support and if there is any other information that would be helpful for you to receive in these daily updates please let me know and I will try to incorporate into my messages.

Please visit the website below for any updates:

<https://www.gov.mb.ca/covid19/>

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*"Because when you stop and look around this life is pretty amazing" - author unknown*

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UPDATE Mon 23/03/2020 8:22 PM

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