

Good evening,

As we close out our 2<sup>nd</sup> day of no visitors we continue to remain in a holding pattern with no residents showing flu like symptoms. Our housekeeping staff are working very hard at keeping all high touch areas clean. We are closely screening and monitoring all staff coming into work. Those that are showing any symptoms are sent home immediately.

We are very happy that families are taking advantage of facetime with your loved ones. It's really important to keep the communication open. Our residents need to hear from family be it by phone or video. This is a difficult time for our residents. They are accustomed to seeing their family and having that family touch, hugs and conversations. Our staff are of course filling in the gap, but please continue to reach out. We will have business office staff around 7 days a week so we are happy to arrange a facetime or phone conversation.

We have set up times with some families for laundry pickup and drop off.

Most of you have likely seen the news today... LTC has now closed all PCH's to visitors. As we all watch the news we see the city is slowly shutting down with the exception of healthcare. Our hope is that this is short term pain for long term gain.

We will be here with your loved ones taking care to make sure that they are safe and healthy. I want you all to know that we honestly have the best staff in our facility that are doing everything they can to care for your loved ones.

We are incredibly happy to have such supportive families during this time and once again thank you all for your continued support!

Should you have any questions, comments or concerns please feel free to contact our business office at 204-257-9947 or contact myself or Alison directly.

Please see the website below for updates.

<https://sharedhealthmb.ca/health-providers/coronavirus-resources/>

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*Marcy-Lynn Larner*

Chief Executive Officer



GOLDEN LINKS LODGE

2280 St. Mary's Road

Winnipeg, MB. R2N 3Z6

[Marcy-Lynn.Larner@goldenlinks.mb.ca](mailto:Marcy-Lynn.Larner@goldenlinks.mb.ca)

[www.goldenlinks.mb.ca](http://www.goldenlinks.mb.ca)

Phone 204-257-9947 (Ext. 225)

Cell 204-232-2801

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

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