

Good evening,

We have one (1) resident in isolation today.

In Winnipeg, there were no new Covid 19 cases to report for Thursday May 7, 2020, the total in Manitoba remains at two hundred eighty four (284).

It was a very busy today in the lodge. "Mother's Day Spa & Photo Shoot" was a huge success and will continue tomorrow. Our resident mom's were treated to manicures and some hair care and photo's. There were many FaceTime calls today with residents as well as quite a few window visits. Tomorrow we will do it all over again!

Thank you to the family that dropped the AMAZING treats today! Staff and residents thoroughly enjoyed!

I was advised by a family member today that my email of Tuesday May 5, 2020, regarding FaceTime calls was confusing and perhaps not understood by everyone. I will attempt to clarify. We are working very hard at booking FaceTime and/or phone calls with residents and family members. Our Recreation staff work Monday to Friday, so we are booking our calls during day time hours on these days. Since we closed our doors to the public our only true means of contact that family can have with residents is via phone or video and window visits. We have 88 residents, and nearly 80% of families are calling to speak to their loved ones. We also have families that call in the evening hours to speak to their loved ones. Our Recreation staff are not normally around on the weekends. From the outside it likely looks like a very simple solution...just have Mike and Cathy work on the weekends. We've not done this to date as both Cathy and Mike are brand new to GLL so they are still adjusting to there roles, getting to know the residents, understanding the personal care home environment etc. We are asking families to try not call during med pass in the evenings as the nurse is not able to administer meds and participate in FaceTime or phone calls. The odd one is fine, but continually throughout the evening becomes unmanageable. In addition to this, we have families with more than one family member wanting to FaceTime or have phone conversations with their loved one. Also, nearly every single call requires the support of a GLL employee as each resident comes with a unique set of limitations hindering their ability to have an unsupported interaction. We are in uncharted territory right now. We realize that it is very hard for family to just sit by and not be able to come into the facility and to then further have to schedule time to speak to your loved one. It's not practical or natural and adds to your stress and anxiety with this situation. We are doing the absolute best we can to accommodate all families. We will continue to look for reasonable solutions to ensure that family can connect with loved ones.

We will continue to work as different ways in which you can communicate with your loved ones.

If you have any questions, comments or concerns please feel free to contact me or Alison at 204-257-9947.

Please visit the website below for 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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