

## **THIS MESSAGE IS INTENDED FOR ALL STAFF, FAMILY & RESIDENTS OF GOLDEN LINKS LODGE:**

**There is a lot of information in this email, please take a moment to read through it all.**

As most of you are aware the cases of Covid 19 are on the rise. Since Friday September 24 to today Tuesday September 29, 2020, there have been two hundred seventy nine (279) confirmed Covid 19 cases in Manitoba. Manitoba Health, WRHA & the Chief Medical Health Officer have announced changes to the current Public Health order moving Manitoba to a Restricted Level Orange. This new level brings new restrictions to our facility effective **Monday September 28, 2020 (we are a day late implementing).**

- Essential Services – only essential services for client as determined by care team (foot care/occupational therapy/physio/dental)
- Non-essential (e.g. hairdresser services) – Suspended (effective September 29, 2020)
- Designated Family Caregivers – limited visitation – the two that have been identified but only one may visit at a time
- General Visitors – Indoor – suspended
- Pet Therapy Program - suspended

As always, should the health of a resident change or decline we will adjust visitation accordingly.

**Effective September 28, 2020:** Under the Restricted Level, non-medical mask use will be required upon employees entry into the vestibule. Staff are expected to bring and wear their own mask for this purpose. Staff will be required to wear a medical mask (provided by GLL) once they enter the facility. **STAFF MUST CONTINUE TO SELF-SCREEN FOR SYMPTOMS, KNOWN EXPOSURE AND TRAVEL HISTORY BEFORE COMING TO WORK EACH DAY.** The attached **FAQ** will be helpful for staff to understand the scope and application of this order. Staff are required to wear their medical mask in all areas of the facility as well as any staff-only areas where physical distancing cannot be maintained i.e. staff lunch room, locker room, any seating area, etc.

It goes without saying that it is unbelievably important that everyone be extremely cautious and ensure that you are exercising social distancing, wearing a mask and stay home if you can. Covid is most definitely making its way throughout Manitoba right now and it is in our power to stop it if we are committed to following the guidelines put in place.

The work on the Outdoor Shelter began last week, the placement of this shelter will impact the view of four (4) resident rooms as it will be placed directly in front of their windows. Unfortunately there is absolutely nothing we can do about this and definitely apologize. The shelter is expected to be in place for an extended period of time.

The Covid Isolation Unit is in progress, once complete we will update everyone. As stated previously, once the Covid Isolation Unit is completed the staff rest area will be relocated to the Friendship Room kitchen.

**As a reminder to everyone, please take a moment and read the following I have included some important information:**

**ALL VISITORS ARE REQUIRED TO WEAR A MASK, AND PROTECTIVE EYEWEAR (SHIELD) IN THE FACILITY AT ALL TIMES ABSOLUTELY NO EXCEPTIONS. GLL will not be providing any PPE to families you must provide your own. Hand hygiene must be adhered to at all times while in the facility. If you attend the facility and you do not have PPE you WILL NOT be granted access to the facility. If you are in the facility and you are not wearing your PPE you may be asked to leave. As a visitor you must exercise the 6' social distance when you are in the two designated common outdoor areas (Pergola and front sitting area). Families will not have access to the elevator. If you are visiting and wish to take the resident to the designated visiting area please press the call button and an HCA or nurse for assistance. At no time should any visitors participate in transporting residents anywhere in the facility or outside. We ask that you wait for the assistance of a GLL employee. Our residents health and wellbeing is counting on every single one of you to adhere to the required PPE measures that we have put in place!**

As per the new order only two (2) names of support people are allowed **no exceptions at this time**. With only one visitor at a time indoors. We ask that families adhere to the two support people per resident and keep in mind that the more people in our facility the higher the risk is to our residents. Given the risk of transmission, we are not prepared at this time to consider more than two (2) support people per resident. Support people are defined as only those close family and/or friends who have a clearly established pattern of involvement in providing active care and support to the resident's emotional wellbeing, health, and quality of life. These family caregivers will participate regularly in the care of the residents. **At this time there will be no exceptions to the number of support persons allowed in the facility as this is in compliance with the government protocols set forth.** GLL will not participate in visitation conflicts

with families that do not have favorable relations amongst each other. Our suggestion to all families is to put aside any differences and focus only on the visitation with the residents. We will not support any special arrangements at this time.

When you attend our facility and utilize the pergola and/or front sitting area understand that you will likely be around other residents and family members. We caution everyone to continue to exercise extreme caution and keep a 6' social distance between you and others. If you are visiting in the designated outdoor areas you are required to wear a mask.

### **WHAT CAN YOU EXPECT WHEN YOU ATTEND OUR FACILITY?**

When you attend our facility **YOU MUST BE SYMPTOM FREE.** When you walk into the vestibule you will find tables with supplies, these supplies are for **STAFF ONLY.** All visitors must supply their own PPE. You will only have access to the resident room that you are visiting. Designated support people must go straight to the resident's room without loitering in **ANY** common areas such as dining room, friendship room, front lobby seating area, cozy corner, main floor sun room, 2<sup>nd</sup> floor sitting area, 2<sup>nd</sup> floor kitchen, etc. **Please do not bring any food or beverages for the resident or staff.** You will not have access to any other resident room other than the one you are visiting. You must avoid touching any surfaces in the facility en route to the resident's room and when you are exiting the building. We ask that families use only the public washrooms should you require it.

Your self-screening is critical to the success of this change. You should not have any flu or cold like symptoms. You must ensure you have not had recent exposure to anyone testing positive with Covid 19. Visitors must stay home when sick, even if symptoms are mild. We all have a duty to protect our residents and staff and our community. Please watch for the following: recent onset of fever, cough, sore throat, shortness of breath, runny nose in addition to other symptoms such as muscle aches, fatigue, headache, diarrhea and vomiting. Our residents and staff lives depend on your honesty with self-screening. **Please do not attend our facility if you are ill.**

Once you have completed your self-screening prior to entering the facility, place all your PPE on, mandatory sign in with date and time and full name (there will be a sign in sheet in the vestibule). The Business Office, and both nursing stations will have a list of designated support people. Be advised that you may be required to show your I.D. (to the Business Office and/or Charge Nurse)

confirming your identity. When you enter the facility you must not loiter around the reception area or the lobby but rather go directly to the resident room (if on 2<sup>nd</sup> floor you must take stairs). We ask that while you are in our facility visiting, do not go to the nursing station and/or loiter in the hallways. If the resident you are visiting requires something, please press the call button and an HCA or nurse will come to the room. If the resident you are visiting doesn't normally stay in their room a visitation in the residents room may not be feasible. We cannot force residents to stay in their room nor can we force them out of their room. We are unable to make any exceptions or special arrangements for anyone at this time if a resident doesn't stay in their room. Designated support people visit with a resident in the pergola area and/or the front outdoor sitting area (weather permitting). Be advised that if the resident requires transporting throughout the facility this will be done by a staff person, not a visitor. The preference while you are visiting our facility is that you remain in the residents room. The two designated areas are in the event that the resident is restless and unable to remain in their room. Should this be the case you can visit in the two designated areas.

## **QUESTIONS:**

**HOW DO I SELF-SCREEN?** You should check your temperature prior to attending the facility. You should not have any flu or cold like symptoms. You must ensure you have not had recent exposure to anyone testing positive with Covid 19. ***Visitors must stay home when sick, even if symptoms are mild. We all have a duty to protect our residents and staff and our community. Please watch for the following: recent onset of fever, cough, sore throat, shortness of breath, runny nose in addition to other symptoms such as muscle aches, fatigue, headache, diarrhea and vomiting.***

**WHY CAN'T I USE THE ELEVATOR?** We want to limit the contact our visitors have with the common areas our residents utilize. The elevator is a very small closed in space that our residents require to move about the facility. We do not have the resources to be cleaning the elevator on a continual basis following visitor use.

**WHY CAN'T I PARTICIPATE IN RECREATION ACTIVITIES AND MEAL TIMES?** We want to limit the exposure our visitors have around other residents.

**WHERE CAN I GET PPE?** There are many stores throughout Manitoba that now stock PPE, you must shop around. We will not supply PPE for families.

**WHY CAN'T I BRING FOOD OR DRINK FOR RESIDENTS OR STAFF?** We want to limit transmission as much as possible, sharing meals is something that could put our staff and residents at risk.

**CAN I HUG OR TOUCH MY LOVED ONE?** Unfortunately no, we ask that you exercise social distancing at all times.

**WILL THERE BE ANY OTHER CHANGES?** We remain committed to our resident and staff safety. We may need to modify some of our processes as we move forward in this uncharted territory. We ask for everyone's cooperation and patience as we enter into this new phase.

**WHAT YOU SHOULD KNOW BEFORE YOU VISIT - There are several residents that are cognitively aware of what is going on in our province and all over the world right now related to Covid 19. These residents are upset and very concerned about families gaining access to our facility and the risk that it poses to their own health. You may have a resident share their personal displeasure and upset with your entry into the facility. We ask that all families be respectful during visitation and not engage in any negative dialogue with any residents and remember that you are entering into their home.**

We realize the importance your visits have on the health and well-being of our residents. In order for our facility to remain Covid free and visits to be successful will depend greatly on the cooperation, trust and communication between residents, families and our facility. **The responsibility to all visitors is ENORMOUS and should be taken very seriously each and every single time you enter into our facility. Our residents lives literally depend on all of our commitment to keep Covid out.**

### **HAND HYGIENE PROTOCOLS:**

**What is Hand Hygiene?** Hand Hygiene includes cleaning hands with soap and water or alcohol-based hand rub in order to remove germs, also known as microorganisms.

**Why do we need Hand Hygiene?** Hand hygiene is the most important way to prevent the spread of germs. Hand Hygiene helps keep you healthy by reducing the number of germs on your hands and helps reduce the spread of germs to our residents, your family, friends, any anyone you come in contact with.

**When should you wash your hands?** Prior to any contact with a resident you must wash your hands. Following any contact with a resident you must wash your hands.

**How can you perform good Hand Hygiene?** Proper technique is important when it comes to effective hand hygiene. Without proper hand hygiene technique, we can still spread many microorganisms with our hands.

## **THE FOLLOWING IS APPROPRIATE HAND HYGIENE:**

### **Alcohol Based Hand Rub**

Apply a dime-sized amount (2-3 ml) of product into palms of dry hands.

Rub product into hands.

Palm to palm rub fingertips of each hand in opposite palm between and around fingers.

Rub each thumb clasped in opposite hand rub back of each hand with opposite palm

Rub hands until dry.

DO NOT WIPE OFF

### **Soap & Water**

The recommended method when hands are visibly soiled. Plain soap is used for routine hand hygiene while anti-microbial soap is used in acute care high-risk areas.

Wet hands under warm running water

Apply soap and distribute over hands

Rub hands together vigorously for 15 seconds to create a good lather: Palm to palm rub fingertips of each hand in opposite palm between and around fingers

Rub each thumb clasped in opposite hand rub back of each hand with opposite palm

Rinse hands thoroughly under warm running water

Pat hands dry with a paper towel

Turn off faucet using a paper towel

## **SOME PPE TIPS FOR EVERYONE...**

- Contaminated surfaces or objects should not be touched after performing hand hygiene. Avoid touching your face, especially your eyes and nose after performing hand hygiene.

- Include frequently missed areas when performing hand hygiene such as thumbs, palms, web spaces, under nails and the backs of fingers and hands.
- While you are wearing your mask avoid touching face and/or adjusting the mask. Once you have placed the mask on your face it's best not to play with or touch it this will result in contaminating the mask. Eye shields can be reused but must be cleaned after every single use.

## **STAFF - HOW TO PUT ON A FACE MASK**

1. Clean your hands with soap and water or hand sanitizer before touching the mask.
2. Remove a mask from the box and make sure there are no obvious tears or holes in either side of the mask.
3. Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
4. Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face.
5. Follow the instructions below for the type of mask you are using.
  - *Face Mask with Ear loops:* Hold the mask by the ear loops. Place a loop around each ear.
  - *Face Mask with Ties:* Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow.
  - *Face Mask with Bands:* Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
6. Mold or pinch the stiff edge to the shape of your nose.

7. If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
8. Pull the bottom of the mask over your mouth and chin.

Should you have any questions or concerns please contact myself or Alison, or Elise directly.

We thank you for your anticipated cooperation with the changes.

**BE SURE TO FOLLOW, LIKE & SHARE**

Facebook  <https://www.facebook.com/Golden-Links-Lodge-PCH-265702143972832/>

Instagram  <https://www.instagram.com/goldenlinkslodgepch/?hl=en>

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

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