

April 6, 2023

Dear Families and Friends,

It seems to be a chilly spring that is upon us but the cherry blossoms and Easter celebrations will hopefully take us into a warmer period of renewed life and warmth. There is lots to share and I am most pleased to start with today's announcement from Dr. Bonnie Henry regarding the rescinding of the Provincial Health Orders.

PHO Update

Effective immediately, the Visitors in Long-Term Care and Seniors' Assisted Living PHO restrictions will cease to be in effect at this time. This means the PHO requirements will no longer apply, including:

- Visitors will no longer be required to provide their vaccination status, and those who are unvaccinated for COVID-19 will be able to visit freely at long-term care and assisted living sites.
- Visitors will no longer be required to undergo a rapid antigen test or confirm a recent negative rapid antigen test prior to visiting.
- Visitors will not be required to wear masks while visiting long-term care and assisted living sites, unless specifically required based on a Point of Care Risk Assessment (assessment by a health care worker that masking is required based on the risks of infection, including a resident's symptoms, the type of interaction with residents, and the environment).
- There will be no restrictions on gatherings, events or activities including visitors, indoors or outdoors, regardless of visitor vaccination status.
- Active screening of visitors is no longer required (in favour of passive screening – signs and reminders not to visit when sick).

The orders requiring health care staff to be vaccinated and allowing for the collection of their vaccination information remain in place. We are so pleased to be returning to a pre-pandemic normal!

New Team Members

I would like to introduce you to two integral members of our care team: Julianne Ryu, Music Therapist who is taking over for our wonderful Kristen Shin who has gone on parental leave; and Jeannie van Zandt, Chaplain, who has stepped in for Ken Bell who moved on to a wonderful opportunity with Vancouver Coastal. We are very happy for both Kristen and Ken and look forward having Julianne and Jeannie as part of our Lifestyles team. Please join us in welcoming them to the Lodge.



Julianne, MT



Jeannie, Chaplain

April 16th – Sun Run – Lodge Access

Please note that on Sunday, April 16th, there will be some restrictions in accessing Lamey's Mill Road due to the route taken by the Vancouver Sun Run. You can check online for details:

(<https://vancouver.sun.com/vancouver-sun-run/sun-run-road-closures-map-2022>).

Building Work

Over the coming months we will be engaging in some upgrades to the resident floors. We have just completed (March 31) the cleaning of the bathroom fan ducts in all bathrooms in the Lodge. Next step is to upgrade the lighting on the resident floors. We have selected the vendor and will announce the start date soon. Following this there will be several other projects including: painting of common areas, flooring, handrail, and ceiling tile replacement. We will continue to update you as projects are finalized – watch for the *Happenings at the Lodge* bulletins in the elevators to stay up to date.

New Furry Family Members

This has been a long time in the works! We have been working with the Straight Outta Rescue Society (SORS) to find just the right matches of feline friends to add to our community. While we are still vetting these furry creatures, it appears that the fourth and second floors will be having Biggie and Darby (their current names) joining them in the next month or so. Their volunteer care providers (staff) work on these specific floors and this is why they will reside on 4 & 2. While we are adding their care costs to the budget, we welcome any financial donations to supplement their ongoing care and feeding! The residents are extremely excited at this point to meet their furry friends as are we.



Biggie



Darby

Both cats, we are told, are very affectionate, talkative and social cats. Their foster parents feel they will be great matches for our Lodge community. We are very pleased to have them join us.

Telephone System Challenges

The final item I would like to address is our phone system challenges. Weeks ago, you were very patient with us as the system had a dual breakdown. First, a system failure through Shaw which they resolved. Second, a chip in the PBX system (the brains of the system) died and we had to locate one to replace it which resolved this issue. Subsequent to this, confident in our system, we then launched our new Wi-Fi CAT phones which are android phones. These were intended to bring us into the 21st Century to be able to accommodate the new technologies that are being introduced into healthcare. These phones were app based. We invested heavily in our network to ensure they would work. However, the phones did not

deliver as promised. I have since pulled them from operation and returned to our Panasonic phones temporarily until we can upgrade to a different system. Panasonic is no longer providing replacement phones and will stop supporting Panasonic products in long term care in the near future. It should take approximately two to three weeks (according to our supplier) to obtain the new system. In the meantime, the difficulty you have been experiencing calling in to the Lodge should cease now that the CAT phones have been pulled from service. I would like to apologize for the inconvenience this system change created and assure you that our intention and goal is to implement the best systems possible for both safety and communication. Unfortunately, we had to learn the hard way that the Wi-Fi CAT phones would not meet our needs and standards for care, safety, and communications.

Thank you for your continued support and understanding as we move forward. I would like to take this moment to wish you a very Happy Easter. May this spring bring you much good health and happiness.

Warmest Regards,

A handwritten signature in black ink, appearing to read "Rosemary Dunne". The signature is fluid and cursive, with a large initial "R" and "D".

Rosemary Dunne,
Executive Director