

Hello Hamlets families and loved ones,

Here is a recap of the family council meeting held last night November 16, 2020 at 6:30pm.

As most of you are aware, we have had a positive covid test result in the building, in our effort to be transparent to you we wanted to provide you with all of the details. The positive test result came from one of our team members who is a care aide and last worked November 9th on C2. The care aide was only in contact with one other team member, and that person is isolating for 14 days. So far, this person is showing no symptoms.

We are meeting with a team made up of infection control experts, doctors, nurses, and interior health licensing officials daily to update them on our protocols as well as getting their advice on how best to proceed. They have deemed us to be in a covid outbreak on C1 and C2 building only, we are however enforcing the strict outbreak protocols for the entire building. These protocols include changing from street clothes to work clothes prior to entering the main building, staying on the assigned floor for the entire shift including meal times and breaks, temperatures are being taken twice daily, daily screening questions are being asked to assess any risk. We have also implemented a low threshold testing system, which means if any team member shows one symptom of covid they are sent for testing and may not return until a negative test is brought to us.

An environmental health official was sent to our site to review our infection control procedures. This happened after the family council meeting we are happy to report they are very confident in the processes we have in place to keep your loved ones safe. We are also happy to report that the test results from all of the residents on C2 have come back with 100% negative results.

I would like to end this note by letting you all know how committed we are to maintaining our high quality of care to your loved ones, it is our top priority to keep them safe. Our entire team has banded together to make this happen and we couldn't be prouder of the hard work every single person comes to work and does daily. Our team is staying happy and positive and hoping just like yourselves that is over as quickly as it started. As always if you have any questions, comments or concerns you can contact myself or our General Manager Bob Attfield, his email is bob.attfeild@thehamlets.ca and can also be reached at 250-579-9061 ext. 20105.

Stay healthy, and look forward to seeing you all soon,

Desiree Armstrong

Community Relations Coordinator

The Hamlets at Westsyde

A Community where Health & Happiness are a Way of Life
