

October 22, 2020

Dear Families of Fair Haven Homes Burnaby Lodge,

We are writing to notify you that someone at Fair Haven Homes Burnaby Lodge was diagnosed with COVID-19. The Fraser Health enhanced outbreak team is working with the staff at the facility to identify anyone who may have been exposed and to take steps to protect the health of all residents and staff.

This exposure does not mean that your family member is sick with COVID-19. Residents and staff will be screened twice-daily for any signs of illness. Those who develop symptoms will be isolated, tested for COVID-19 and provided the care they need.

The health and safety of our residents and staff is our first priority and a responsibility we take very seriously. To date, as part of our proactive management, Fraser Health has worked to ensure the following measures are in place to prevent the spread of COVID-19 at this care home:

- ensuring that staff wear a procedure mask that covers their mouth and nose, eye protection and other personal protective equipment as recommended;
- enhancing our daily cleaning practices;
- maintenance of 2m of physical distance in dining rooms, staggered meal times, tray service or other strategies
- cancellation of group activities and client gatherings, while providing one-to-one activity as appropriate;
- visitor access restrictions and screening measures for essential visitors.

Additional measures being taken now that there has been a positive case identified include:

- providing active staff screeners deployed by Fraser Health to support site to screen all staff
- providing ongoing staff education by Fraser Health and facility based staff
- priority access to necessary supplies such as masks, eye protection and gowns
- grouping of staff and residents to prevent cross over between well and sick individuals

We know that staying away from your loved one is very difficult and we appreciate that you are cooperating with this request with the goal of keeping our residents and staff healthy.



Our staff will continue to provide care and services to our residents to enhance their safety and well-being while maintaining routines where it is safe to do so. **We will also keep you up-to-date on any changes related to your family member's health status.**

For general information about COVID-19, call 811, or visit HealthLinkBC:
<https://www.healthlinkbc.ca/health-feature/coronavirus-covid-19>.

If you have further questions, please contact 604-250-7542.