

Update – May 13, 2020

Dear MSA Manor Residents and Families:

As you already know, the outbreak at MSA Manor has been declared over by the Medical Health Officer, effective Monday afternoon, May 4, 2020.

In the outbreak, only one staff member tested positive. No Residents showed any signs or symptoms.

I want to thank you for your trust and support in the MSA Manor team as we worked through this outbreak. I am so proud of our staff for being dedicated to their work and doing their best to ensure the Residents' safety. They all worked every day to make each day a little brighter. We had so many window visits and Zoom calls to connect the Residents with their loved ones. It was a pleasure to see and be a part of it.

I want to reassure you that although the outbreak is declared over, our screening protocols, wearing of PPE, social distancing and enhanced cleaning, continue. We continue to monitor the Residents for any change in their health status and help support them with their own hand hygiene and social distancing.

If you have any further questions, you can reach me by email or call me.

We will send updates as practices and restrictions change over time. Please read the following page for more information.

Again, thank you for your support and encouragement during these unprecedented times.

Please stay safe and healthy!

Sincerely,

Krista Homfeld
Director of Resident Services

We are in the third month of the COVID pandemic. We continue to take good care of Residents, our co-workers, and ourselves. Together with the Provincial Health Officer, Fraser Health, and other public agencies, we are doing our very best to avoid transmission of the COVID-19 virus.

We continue to monitor all Residents and staff by screening them twice daily. This includes taking temperatures and monitoring for any new or worsening symptoms. Staff continue to wear masks and other Personal Protective Equipment when in Resident care and common areas. The safety of our Residents and staff is our number one priority.

Our COVID prevention practices continue to include:

- Meals served with at least 2 metres of space between Residents or served in Residents' rooms
- Less people and personal contact during recreation and common area activities
- Enhanced daily cleaning, including of frequent-touch areas
- Encouragement of Residents to practice good hand hygiene and social distancing

As the province talks about 'opening up,' we do want to talk about what we can allow at this time, maintaining Infection Prevention and Control best practices and supporting family connections. ***When pre-arranged and discussed with the Recreation staff team,*** we can help with:

- Food brought for a Resident, which must be:
 - In a single-use container that can be thrown out
 - With a longer shelf, not needing refrigeration, and non-perishable
 - With the Resident's name on it and date delivered
 - Left with staff at the entrance, ***as pre-arranged***
- Essential care items for a Resident, which must be:
 - New products (for example, soap, lotion)
 - In a disposable bag with the Resident's name and date delivered
- Potted plants, flowers and vases, which must be wrapped so we can clean it before bringing it in

The technology and pre-arranged, distanced window visits are making such a difference for your loved ones. Let's keep them going! Please contact Bryan and the Recreation Team by phone at 604-425-3093. If you have questions for any of us, please call us at that number. We thank you for continuing to support us and respect our requirements and restrictions. Please continue to take good care!

~ Heidi, Krista, Georgia, Dr. Windt and the whole staff team