



May 1, 2020

Dear Family of VGM Residents,

April has been an extremely busy month, as we have continued to take additional precautionary measures to protect our Residents from COVID-19, as we learn more and more about this illness.

Here are some of the things we have been working on:

- We have a good supply of personal protective equipment (PPE), including the N95 masks that are needed for very certain medical procedures in a Resident who has COVID-19. Since we don't have any Residents with COVID-19, then these masks are not currently being used, but we have a supply available.
- RNs and LPNs have been fitted for the N95 masks, as these are the professionals who perform the specific medical procedures I referenced above. It takes about 30 minutes to do the testing for each nurse, and this was done over the Easter weekend.
- All Staff are now wearing surgical masks when providing personal care to a Resident, and when they cannot be at least 6 feet apart from others. Most people wear the masks for their whole shift.
- All Staff are now taking their temperatures before entering the building.
- We are attempting to keep Residents socially distanced from each other, but this is challenging. Many are used to sitting right beside their friend, and we have many people who exhibit wandering behaviours due to their medical conditions.
- Unfortunately, we have had/have several Residents receiving palliative care. We allow immediate family in to see their loved one, but they are screened carefully, must meet very strict criteria and follow specific rules once in the building. We have been in contact with Public Health to ensure we are meeting and exceeding the guidelines given to us for this process.
- We still ask that people NOT bring items into the Manor for their loved ones. We are purchasing additional personal hygiene products (soaps, body washes, etc.) to make sure we have a good supply. If you drop off a letter, we can quarantine it like we do our regular mail and deliver it the Resident 5-7 days later.
- We have had several families ask us about dropping off presents for their Mom for Mother's Day. We are working with our trusted local supplier Lewis's Pharmacy to



Victoria Glen Manor Inc.

20 Tepper Lane, Perth-Andover, NB E7H 0B8 | Phone: 506.273.4885 | Fax: 506.273.4975 | E-mail: office@vgm.ca

create some gift baskets for purchase. Lewis's Pharmacy also follows stringent health procedures so these baskets will not have to be quarantined. This will be announced on our Facebook Page by Tuesday, May 5.

- The Department of Social Development is in the process of donating 6 more iPads to VGM for use by Residents. Please feel free to call the main phone line at the Manor 506-273-4885 ext. 4885 if you wish to set up a video call with your loved one, or contact us on our Facebook Page called "Victoria Glen Manor, Inc."

If you have any questions about the well-being of your loved one, please call us at 506-273-4885 and ask to speak to a Registered Nurse.

Please take care of yourselves, and thank you for all of the support you have shown our Staff, Residents and Management Team.

Sincerely,

Donna Miller-Wallace
Executive Director
Victoria Glen Manor, Inc.