

Lakeland Lodge and Housing Foundation head office has re-opened to the public and regular business hours still apply. However, we encourage you to make an appointment, so we can limit the traffic in our office. If you can, please utilize technology such email, phone, fax or mail as an alternative to coming to the office. Our Cold Lake office location is open by appointment only, so please contact our head office. (Contact information is located under the contact us tab on our website.)

Lakeland Lodge and Housing Foundation encourages family members, friends and public who are sick, even if they have not travelled to stay home and not visit our offices or housing buildings. Especially our lodges and senior buildings as our residents are at the highest risk of complications from both influenza and COVID-19 as well as other respiratory viruses. Use other means of communication to contact your loved ones such as phone, email, skype or Facetime.

The Lakeland Lodge and Housing Foundation lodges; Cold Lake Lodge, and Bonnylodge fall under the Supportive Living Accommodation Licensing Act. We adhere to the Chief Medical Officers directives and protocols.

- Essential inside visits to any continuing care facility (all licensed supportive living and long-term care) in Alberta are limited up to two (2) designated family/support person selected by the resident or guardian (or other alternate decision-maker).
- Each designated family support/person must be verified and undergo a health screening prior to entering the facility. This includes a temperature check and questionnaire.
- Outside visits are restricted by appointment to four (4) visitors plus the resident
- We are currently in consultation with residents/family and staff to determine parameters around inside social visits. (August 20<sup>th</sup>, 2020)

Hillside Manor, Pioneer Village, Villa Ouimet East, Villa Ouimet West, Lapointe Manor, Dussault Residence and Heritage Manor 1 and 2 do not fall under the supportive living accommodation Licensing act however, these are seniors' buildings and we want to keep our seniors safe.

- Lakeland Lodge and Housing Foundation is doing the following in all our buildings: Ensuring staff and residents are familiar with COVID-19 symptoms.
- Communicating information about COVID-19 symptoms, and steps required to self assess and respond in the event of symptoms, to residents, volunteers, contractors, families, friends, visitors etc. instructing visitors not to visit if they are unwell.

- Posting Alberta Health Services signs for prevention, social distancing and social distancing tips. Posting signs emphasising that good hygiene practices remain the best defence against respiratory infections, i.e. frequent handwashing, cover coughs and sneezes etc.
- Cleaning high touch surfaces frequently.
- Both staff and residents are to report illness immediately.
- Our facilities will follow the process of outbreak identification and notification and maintain an increased vigilance for staff and residents with fever and cough.

To all our residents/tenants in communal apartment buildings:

- Disinfecting all high traffic areas twice a day, 7 days a week.
- Posting alerts at all building entrances, elevators, common areas.
- All staff are practicing social distancing.
- Maintenance has been reduced to essential or emergent repairs identified in our correspondence sent to residents and tenants.
- Maintenance is using the Alberta Health questionnaire to screen any contractors required onsite.
- Yearly review paperwork can be faxed, mailed, emailed, screenshot sent or left in the onsite mailbox. If you have issues sending the information, please call.
- After hours emergency maintenance line is still active.
- In the event of a fire alarm, evacuate to your muster point.
- If you've been laid-off due to COVID-19; you may be eligible for Employment Insurance after April 1, 2020.
- Provincial supports <https://www.alberta.ca/covid-19-supports-for-albertans.aspx>
- Federal supports <https://www.canada.ca/en/revenue-agency/campaigns/covid-19-update.html>

To all Direct to tenant Rent Supplement clients:

- Subsidy cheques will be mailed out 2 days prior to the end of the month.
- Rent receipts can be emailed or sent via text
- Subsidy renewal paperwork can be faxed, mailed, emailed or contact the office.

As Lakeland Lodge and Housing Foundation receives updates and/or the situation changes, we will adjust our protocols accordingly. Our staff and resident's safety and well being is our first priority, please limit your public exposure and or maintain your social distancing to keep yourself safe.