



The Salvation Army Buchanan Lodge Communication Update April 3, 2020

Good afternoon everyone,

Once again, I am very happy to let you know that Buchanan Lodge continues to be free of the COVID-19 virus. With that good news, we must all continue to be diligent in our collective efforts!

The following are some updates on what's happening:

Dropping Items Off for Loved Ones

- Its wonderful that many families are able to bring items for their loved ones. If you haven't already received a memo from Trish Foley, we are adjusting the process by asking people to drop the items off at specific times outside the front door, place them in non-porous containers, identify the resident's name & room number, and not contact reception or other staff about the drop-off. A staff person will retrieve the items between scheduled times, wipe them down and deliver them to your loved ones. Responding to each delivery was putting too much strain on staff capacities.

Effective Monday April 6th the drop off times are:

- Mondays 2pm -4pm
- Thursdays 1pm-3 pm
- Saturdays 10am-12pm

We welcome your feedback on how this is working and how we can improve.

Operations

- Personal Protection Equipment (PPE) – Do we have enough supplies is a frequent question. The quick answer is yes. While there is a continuing need to be careful – overall we are managing well. We scaled up our use of wearing PPE in all resident areas as a necessary precaution for the protection of both resident and staff. A delivery on Thursday topped up the stock of re-useable face shields and goggles. In the event of an outbreak Fraser Health Authority will assist with ensuring we have adequate supplies and resources.
- Staff – Our staff are fantastic and doing their best. We are blessed by their commitment to come to Buchanan Lodge everyday to provide the best possible service they are able. We are also in process of contacting staff who previously worked at Buchanan as additional resources.

Ice Cream Day

- We had the special "Ice Cream Day" on Wednesday and by all accounts was a big success. A cart loaded up with Fudgsicles, Revel Ice Cream Bars and Ice Cream Sandwiches travelled throughout the home making stops in lounges, resident rooms, handing out treats. It was a fun event with lots of smiles and happiness!

Thank you for your prayers and the many messages of appreciation to our staff. The next update is planned for next Tuesday, April 7th.

Blessings

*Blake Armstrong
Executive Director
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