



resident and family update: covid-19

April 14, 2020

Dear residents and families,

We hope you are healthy and safe. Please be assured that, at this time, there are no COVID-19 cases in Covenant Living centres.

We are in a constantly evolving situation, as you know. We continue to use the most recent information to make the best possible decisions to keep our Covenant Living communities safe.

Stay home, please

Please stay home. Shopping, banking, and going to other public places should only occur when absolutely necessary. Families, please support residents by dropping off items they need. Items can be placed on a table in the front entrance and staff will retrieve the packages. We ask that residents do not receive packages at their doors or meet family outside. Limiting contact will help us minimize the risk of infection.

Visiting

We know it is difficult to not be able to visit. One lesson we have learned over the last few weeks is that virtual visits maintain important connections and help sustain everyone's wellbeing. Please connect with each other virtually (Zoom, Skype, FaceTime). We are happy to help set this up; please call us at 587-538-7511.

Protocols

We immediately implement all new protocols and directives determined by the Chief Medical Officer of Health; adhering to them fully. These include screening all staff using a survey developed by Alberta Health, implementing physical distancing measures, and increasing sanitization of all areas. We are grateful to our teams who are adapting quickly to new and ever-changing protocols.

Levels of outbreak

Last week, the Chief Medical Officer of Health issued an order outlining three levels of outbreak: suspected, probable, and confirmed. As a congregate living centre, we must notify Alberta Health Services COVID-19 Response if:

- One resident or staff exhibits one or more symptoms of COVID-19 (suspected)
- Two or more individuals who are linked exhibit one or more COVID-19 symptoms (probable)
- One resident or staff is diagnosed with COVID-19 (confirmed)

The order also states that residents and families must be notified if there is a probable and/or confirmed outbreak. It is important to know that COVID-19 symptoms are similar to the symptoms of many other viruses, including respiratory infections and influenza. We are obligated to send you a notice of a probable outbreak, even though it may not be COVID-19. Our intention is not to cause worry or heighten anxiety with these notices. **Residents, if you are not well, please contact the concierge and we will attend to you.**



Thank you for your continued understanding, trust, and support. Please let us know if you have any questions or suggestions. You can direct these to your Site Manager or email admin@covenantliving.ca.

For the most recent information on the pandemic please see ahs.ca/COVID.

Over the last several weeks we have heard time and again that we are in an unprecedented time. It is true. We are. Each day seems to bring about new information and changes in response to the pandemic. We are responding with calmness and resolve—and will continue to do so.

We will be in touch with you through the coming weeks.

Please stay healthy and well.

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience