



## resident update: covid-19

April 7, 2020

Dear residents,

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

The Chief Medical Officer of Health has been diligent in presenting the most relevant and current information to congregate living centres such as ours. This is a constantly evolving situation. **We are using the most recent information to make the best possible decisions to keep our Covenant Living communities safe.**

### **New protocols**

The recent increase in COVID-19 cases in continuing care centres has resulted in further directives from the Chief Medical Officer of Health. We implement all new protocols immediately and are adhering to them fully. These include screening all staff using a survey developed by Alberta Health, supporting you to maintain physical distancing during activities and mealtimes, and increasing sanitization of all areas.

### **Visiting**

We know it is difficult to not be able to invite visitors to the centre. 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 your loved one virtually (Zoom, Skype, FaceTime); let us know if we can help you set up these virtual visits.

We are incredibly grateful to our teams who continue to be present for you and are adapting quickly to new and ever-changing protocols.

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 Administrator or send them by email to [admin@covenantliving.ca](mailto:admin@covenantliving.ca). For the most recent information on the pandemic please see [ahs.ca/COVID](https://ahs.ca/COVID).

Our Covenant family has been caring for Albertans for over 155 years. We have endured many challenges, coming away from them stronger, wiser, and even more determined to serve. Without a doubt, this is a formidably challenging time. It is also a time to move forward with calmness, resolve, and care. We are doing just that.

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

Please stay healthy and well.

Derrick Bernardo  
President

JoAnn Molloy  
Vice-President, Resident Experience