resident and family update: covid-19

May 1, 2020

Dear residents and families,

We hope you are keeping healthy and safe. As the weather begins to warm and we can feel spring in the air and in our bones, please remember to continue to be vigilant in practicing all precautions to keep yourselves and your families healthy.

We are grateful that we do not currently have a confirmed COVID-19 outbreak at any of our centres.

We have important updates to share resulting from the new orders released by the Chief Medical Officer of Health on Wednesday afternoon.

Outdoor visitation

One of the new orders allows for you to enjoy outdoor visits with up to two other individuals. Please note that the order is not meant to open up visitation in our centres.

People over 60 years of age continue to be among the most vulnerable to severe effects from COVID-19. An increase in visitors to our centres also increases the risk of transmission. We must maintain all precautions and be minimize risk to both residents and staff.

There are several stipulations for outdoor visits:
- Visits must be pre-arranged and scheduled by the resident or designated essential visitor; please contact the concierge to do this
- Visits can have a maximum of three people—the resident, the designated essential visitor, and one other
- Outdoor visits must practice social distancing; everyone must be a minimum of six feet away from one another
- Everyone involved with outdoor visits must wear masks continuously
- Visitors are responsible for bringing their own masks; masks must fit well and cover the nose and mouth
- Visitors must remain outside and cannot enter the building
- A resident who is in isolation cannot participate in outdoor visits
- Outdoor visiting will not be permitted if the centre is experiencing a COVID-19 outbreak

This has undoubtedly been a very difficult time. You have been visiting with your loved ones virtually and we know you are eager to see them in person. We are doing all we can to support your wellbeing.

If you would like to schedule an outdoor visit please contact the concierge. Remember that requests for visits must be made by the resident or the designated essential visitor only.

Outbreak definitions

There is a change in how outbreaks are being characterized. As you know, over the last few weeks, we have been using the terms suspected, probable, and confirmed. The Chief Medical Officer of Health has refined the terms as noted below.

With the changes in the outbreak definitions, we are also changing the frequency with which we communicate with you. Starting next week, we will provide weekly updates every Friday afternoon to let you know the status of our centres. If there are any significant concerns in between those updates, we will notify you immediately.

Status	Definition
Outbreak prevention	No residents or staff show any symptoms of COVID-19
Site under investigation	At least one resident or staff exhibits at least one symptom of COVID-19
Confirmed outbreak	Any one individual is confirmed to have COVID-19 Confirmed outbreaks are being publicly reported here (https://www.alberta.ca/covid-19-alberta-data.aspx#toc-1)

Stay home, please

Please continue to stay home—it is the safest place for you to be. 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. Limiting contact will help us minimize the risk of infection.

We will continue to share information and updates with you and support you to make the best decisions for your own health and wellbeing and that of the others who live here.

Please direct any questions or suggestions to your Site Manager or email admin@covenantliving.ca.

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

Please stay healthy and well.

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