



Covenant
Living



Covenant
Care

memo

Date: March 16, 2020
To: Residents and Families - All Covenant Care & Covenant Living Sites
From: Jo Ann Molloy – Vice President, Resident Experience
Re: COVID-19 Update

Dear Residents and Families,

Visits from family and friends are important for residents in our homes.

At this time, COVID-19 has been identified to be of particular risk to older adults and those with heart or lung disease or those with multiple chronic conditions. The risk of serious illness or death for COVID-19 in these populations may be as high as 15-20%.

Because of the extreme risk to this population, the safety of our residents is of utmost importance the following guidelines will be in place effective immediately:

- We are restricting visitors to all homes to essential visitors only
- Essential visitors must be immediate family or designated support person only
- Essential visitors be restricted to one or two persons at a time
- No children are to visit as children do not necessarily show symptoms of COVID-19
- If you feel ill, have a fever, sore throat, cough or shortness of breath you may not visit
- No pets are to visit

All visitors will be screened on arrival in order to identify anyone who:

- Appears to be ill or reports fever, cough, shortness of breath, fatigue or sore throat
- Has traveled outside of Canada in the last 14 days
- Is in close contact with someone who has COVID-19
- Or has been in close contact with someone who has recently developed fever, cough, shortness of breath, fatigue or sore throat

Anyone answering yes to any of the above will not be allowed to visit.

We are exploring alternate types of communications such as FaceTime or Skype and as part of our plan to support our residents and families.

Thank you.