

family update

April 6, 2020

Dear families,

We hope you are healthy and safe. Much has happened with the pandemic in the province since our last communication. At this time, there are no COVID-19 cases in Covenant Care centres. Your loved ones are well.

The Chief Medical Officer of Health has been diligent in presenting the most relevant and current information to providers of continuing care services. This is a constantly evolving situation. **We are using the most recent information to make the best possible decisions to keep your loved ones healthy and 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 including:

- Screening all staff using a survey developed by Alberta Health
- Maintaining physical distancing during recreational activities and mealtimes
- Increasing sanitization of all areas

Visiting

We know it is difficult to not be able to visit the centre in person. 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
- At this time the Chief Medical Officer of Health has indicated that there are to be no visitors unless a resident is nearing end of life and, in that instance, it is currently limited to one visitor for a short time; please rest assured that we will work closely with families and do everything we can to support you



Daughter and mom visit through the window at Chateau Vitaline in Beaumont.

We are incredibly grateful to our team. Our care teams are calm and compassionate in their care of residents. Our recreational therapists creatively engage residents in activities

that respect physical distancing. Our support services teams quickly adapt to new protocols. And our administrative teams work diligently in the background supporting the teams who care for your loved one to do what they do best.

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

Our Covenant family has been caring for Albertans for over 150 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 continue to be in touch with you regularly in the coming weeks.

Please stay healthy and well,

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience



*Lights of Hope Parade:
first responders circle
Holy Cross Manor and
Evanston Summit in Calgary
in show of solidarity.*