

family update

April 8, 2020

Dear families,

Last week, the Chief Medical Officer of Health issued an order outlining three levels of outbreak: suspected, probable, and confirmed. As continuing care providers, 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 families and residents 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. Please also understand that in a continuing care environment, it is not unusual for two or more individuals to exhibit symptoms such as fever, cough, diarrhea, runny nose, etc. This means that we will likely be sending you notices relatively often notifying you of a probable outbreak—even though it may not be a COVID-19 outbreak. Our intention is not to cause worry or heighten anxiety with these notices.

We will contact you if your loved one is displaying any symptoms of COVID-19 to ensure you are aware and informed. You will also be notified if we encounter a confirmed COVID-19 outbreak at our centre.

Please rest assured that we are doing our very best to care for your loved ones. We are monitoring everyone very, very closely. We are taking all precautions and have implemented all directives issued by the Chief Medical Officer of Health. We will continue to be vigilant.

Thank you for your continued understanding. Please direct questions to your Site Administrator or send them to us at admin@covenantcare.ca. For the most recent information on the pandemic please see ahs.ca/COVID.

We will continue to be in touch. Please stay healthy and well.

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience