



March 19, 2020

To Covenant Care Residents and Families,

At Covenant Care we take our residents' health and safety very seriously. Preventing the spread of infection is the most important step we can take in protecting our residents who are at risk if exposed to the COVID-19 virus.

We understand that visits from family and friends are important to our continuing care residents. At the same time, COVID-19 has been demonstrated to be particularly dangerous to older adults, particularly those with heart or lung disease, or chronic conditions. It can cause severe illness in this group.

Following Alberta Health guidelines, we are immediately implementing revised visitor guidelines at all our continuing care sites.

This includes restricting visits to **essential visitors only**.

Essential visitors are defined as:

- **those who are attending to a resident who is at the end-of-life**
- **those who are providing urgent, necessary care for the resident**

If you feel that you need to come to the site, for either of these reasons, please contact the Resident Care Manager or Site Administrator to discuss. ***All visits must be pre-booked and approved.***

Additional information will be provided to you before coming to the site.

We thank you for your understanding and patience in allowing us to do what we know best – continue to protect and care for your loved ones.

If you have any questions or concerns, please reach out to the Site Administrator or Resident Care Manager.

Sincerely,

A handwritten signature in black ink that reads "Jo Ann Molloy". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Jo Ann Molloy
Vice President, Resident Experience