

family update

June 13, 2020

NOTICE OF CONFIRMED COVID-19 OUTBREAK

Dear families,

We are sorry to report that we have a confirmed COVID-19 diagnosis in a staff member at Dulcina Hospice.

The staff member participated in the voluntary asymptomatic testing being offered by Public Health. They worked today, June 13, 2020, and found out, while on shift, that the test result was positive. The individual went home immediately.

This situation is unrelated to the May 30, 2020 notification of a staff member in St Marguerite Manor testing positive for COVID-19. In this instance, the staff member was *not* experiencing any symptoms of COVID-19 and decided, as per the encouragement of Public Health, to be tested. From what we have learned about COVID-19, since it began in late 2019, is that some individuals are positive and display no symptoms, some individuals have mild symptoms, some react more moderately, and yet others experience the virus severely. We are grateful that the staff member took the initiative to be tested.

Residents who the individual was in contact with are in isolation, will be tested as appropriate, and their families are being notified. Staff who the individual was in contact with are being traced and will be notified, tested as appropriate, be away from work until their test results are received. We have notified Public Health.

Our staff have been diligent about wearing appropriate personal protective equipment (PPE). We hope this has contained possibility of transmission.

This is difficult news made that much more so because it means that visitation will be restricted until Public Health has determined the potential extent of risk. According to the Chief Medical Officer of Health's directives, if a centre has had one or more staff members or residents who have tested positive for COVID-19, the centre must be closed to visitors.

Until we learn more, we will offer virtual visits through Skype and FaceTime and window visits where you can see your loved one through the window in their room. Both the virtual and window visits will need to be scheduled with the manager. We know this is not the same as holding your loved one's hand; we be there to hold their hand on your behalf.

An exception will be made for residents who are in their very last days or hours. In this instance, visitors will be required to don full PPE. We will keep you informed of how your loved one is doing and make these decisions considering all factors. We will make every effort to ensure you have time with your loved one.

We care deeply for your loved ones. We see and interact with them each day and know what makes them smile. We are doing everything we can to contain transmission and keep residents safe and healthy. We continue to monitor everyone vigilantly.

We will be in touch regularly. Please direct questions to your **NAME** at **403-XXX-XXXX** or email admin@covenantcare.ca. For the most recent information on the pandemic please see ahs.ca/COVID and the covenantcare.ca website for updated COVID-19 information on Dulcina Hospice.

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