

family update

July 3, 2020

Dear families,

We are grateful to let you know that we continue to do well at all our sites.

In the past two months we have had one staff member at St Marguerite Manor and one at Dulcina Hospice who tested positive for COVID-19. They have both recovered well and are back at work. Both sites have been cleared of outbreak and are back in prevention mode. Thanks to the incredible diligence of staff, these have been the only two cases we've experienced. Resident and staff who were tested as a result of these two incidents all had negative results.

We continue to follow all directives issued by the Chief Medical Officer of Health. These directives, along with the processes and procedures we've put into place, have helped us keep COVID-19 at bay. We are so proud of our team. They've worked hard and exceptionally well together through these last many months.

Visitation

At this time, the Chief Medical Officer of Health's orders for visitation remain. Outdoor visits and virtual visits are permitted; visiting your loved one inside the centre is not yet allowed. The primary exception is if a resident is nearing end of life, in which case very specific protocols must be followed.

The situation with the pandemic continues to evolve as we learn more about the virus. As the province is opening up we must be extra-cautious for two reasons. First, COVID-19 continues to persist and second, seniors are among the most susceptible to experiencing severe symptoms of the virus.

We are monitoring everyone very, very closely and ask for your continued patience, understanding, and support.

Staff appreciation

July and August are normally filled with festivals and celebrations. While that won't be happening in the same way this year, we are determined to keep the spirit of these festivals going. Our teams have declared July jeans month at our centres and there will be a host of staff engagement events and activities planned throughout. Please take a moment to send a note to a staff member you are especially appreciative of—gestures like that go a long way to staff feeling recognized and fulfilled!

As always, please contact your Site Administrator with questions or send them to us at admin@covenantcare.ca. For the most recent information on the pandemic please see ahs.ca/COVID. Regular COVID-19 updates, information on visitor guidelines, and good news stories are available at covenantcare.ca—please check it out!

Stay healthy and safe,

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience