

# family update

September 20, 2020

## NOTICE OF CONFIRMED COVID-19 OUTBREAK

Dear families,

**We are sorry to report that we have a confirmed COVID-19 diagnosis in a resident at Holy Cross Manor.**

The resident was in hospital for an unrelated reason, tested negative for COVID-19 upon admission to hospital, and returned to Holy Cross Manor on September 10. The individual showed a symptom of COVID-19 on September 17 and was tested at that time. We were notified today that the result was positive and have spoken with the family.

As per public health orders, the resident was in isolation since returning from hospital on September 10. Staff who have been caring for the individual have been taking full precautions including donning full PPE and exercising vigilance with droplet precautions. The resident will remain in isolation until September 30, which is 14 days from when the first symptom presented, or until all symptoms resolve, whichever is longer.

This is difficult news. We have been diligent since the beginning of the pandemic to follow all public health directives and protocols. We hope this has contained possibility of transmission.

We have implemented several further protocols to minimize risk of spread including:

- Creating a **cohort of care and hospitality staff** for the wing where there is the outbreak
- Offering **asymptomatic testing** for all residents and staff
  - The priority is to test residents and staff in the wing where the outbreak is and then extend beyond that to anyone who would like to be tested
  - All asymptomatic testing is voluntary and requires consent; we will call you if we require your consent to test your loved one
- **Limiting visiting** to only the two designated support people for the time being
- Supporting **virtual visits** through Skype or FaceTime
- **Quarantining residents** on that wing to minimize exposure and risk, including serving meals on trays in resident rooms and temporarily halting activities
- Continuing the **environmental cleaning** with approved disinfectants
- Ensuring we are following **safety protocols** including frequent handwashing, donning PPE and procedural masks, and maintaining physical distance as appropriate
- **Halting new admissions** and examining re-admissions (for those who are currently away from the centre) on a case-by-case basis
- Working with the Chief Medical Officer of Health's office and Alberta Health Services to ensure our centre is safe

We care deeply for your loved ones. We are doing everything we can to contain transmission and keep residents safe and healthy. We continue to monitor everyone vigilantly. Our staff are prepared and responding with calm and confidence.

In her media conference on Friday, the Chief Medical Officer of Health called on all Albertans to be kind to those who have tested positive for COVID-19 and to not stigmatize them in any way. COVID-19 is an unwelcome part of our lives that is going to be with us for the foreseeable future. We must all continue to be vigilant with our own safety and that of our families, neighbours, and communities. And, we must be understanding and supportive of each other, regardless of circumstance. We ask this for residents, staff, and our Covenant Care family.

We will be in touch regularly to keep you informed. Please direct questions to your Site Administrator at 403-975-8408 or email [admin@covenantcare.ca](mailto:admin@covenantcare.ca). For the most recent information on the pandemic please see [ahs.ca/COVID](https://ahs.ca/COVID) and the [covenantcare.ca](https://covenantcare.ca) website for updated COVID-19 information on Holy Cross Manor.

Please stay healthy and well,

Derrick Bernardo  
President

JoAnn Molloy  
Vice-President, Resident Experience