

resident update

September 20, 2020

NOTICE OF CONFIRMED COVID-19 OUTBREAK

Dear residents,

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 contains possibility of transmission.

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

- Creating a **cohort of care and hospitality staff** for that specific wing
- Offering **asymptomatic testing** for everyone at Holy Cross Manor; asymptomatic testing is voluntary and requires consent
- **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
- Continuing **environmental cleaning** with approved disinfectants
- Ensuring we are following all **safety protocols**
- **Halting new admissions**
- Working with the Chief Medical Officer of Health's office and Alberta Health Services to ensure our centre is safe

We care deeply for you and are monitoring everyone vigilantly. We are doing all we can to contain transmission and keep you safe. We are prepared to navigate this situation.

On Friday, the Chief Medical Officer of Health asked Albertans to be kind to those who have tested positive for COVID-19. The virus is an unwelcome part of our lives; one that is going to be with us for the foreseeable future. Please be understanding and supportive.

We will keep you informed with new information, as it becomes available. In the meantime, please direct questions to your manager.

God bless,

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience