

resident, staff and family update

September 25, 2020

COVID-19 OUTBREAK UPDATE

Dear residents, staff, and families,

We are following up on our notice from September 20, 2020 regarding the confirmed COVID-19 outbreak at Holy Cross Manor. As you know, a resident tested positive for COVID-19. We are pleased that the resident is doing well and continues to be asymptomatic. The individual will remain in isolation until the 14 day period is complete. We are following all precautions for isolation.

We are pleased to report that results for the 33 residents who were tested are negative. Fifteen staff results show a negative diagnosis and we are awaiting results for 12 more staff. We are monitoring everyone very, very closely.

We continue to adhere to all enhanced protocols to keep residents and staff safe and healthy and are meeting regularly with the Medical Officer of Health's office and Alberta Health Services.

We are immensely gratified by your positive response to this situation and our communication. As we called families of residents who live on the same unit as the individual who was diagnosed with COVID-19, we received support, patience, and understanding. So many families told us that they are happy with the care their loved one receives at Holy Cross Manor. This is the reason we come to work each day—to be present for those in our care, teasing them into laughter, offering them emotional and physical nourishment, and keeping them safe.

We will be in touch again as we receive new information. Please direct questions to your Site Administrator at 403-975-8408 or email admin@covenantcare.ca.

The most current public health information on the pandemic is available at ahs.ca/COVID. Please see www.covenantcare.ca for updates on Holy Cross Manor.

Please stay healthy and well,

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience