

resident, family, and staff update

October 30, 2020

Dear families, residents, and staff,

Thank you for your continued patience and support. We are all paying very close attention to Alberta Health's daily updates regarding the number of positive COVID-19 cases in our province and the impact of the current situation on our centres. We have two important updates in this regard.

New visitation directives

Changes to permitted visitors

Earlier this week, the Chief Medical Officer of Health introduced visitation directives that impacted our centres in Edmonton, Beaumont, and St. Albert. Today, she extended the directive to Calgary impacting our St Marguerite Manor, Holy Cross Manor, St Teresa Place, and Dulcina Hospice.

Effective immediately, in-person visitation will be restricted only to the two individuals who have been identified as designated visitors. Visits with family and friends who are not the two designated visitors can take place virtually.

This is a necessary step to minimize risk in long term care and supportive living centres, particularly because seniors continue to be amongst the most vulnerable to experience severe symptoms of COVID-19. Reducing the number of visitors will also reduce risk of transmission of the virus.

Risk assessment for visitors travelling from Edmonton and/or Calgary

Also effective immediately, the Chief Medical Officer of Health has also asked all seniors care providers to exercise caution when visitors from Edmonton and/or Calgary are travelling to other cities and towns in the province to visit loved ones in continuing care and supportive living centres.

This is because Edmonton and Calgary are the centres experiencing the greatest increase in positive cases in the province. Visitors travelling from these centres to other cities and towns in the province may unknowingly be bringing the virus with them. The Chief Medical Officer of Health has mandated seniors care providers such as ourselves to assess risk whenever a visitor from Edmonton or Calgary requests an in-person visit with a loved one elsewhere in the province. This impacts Villa Marie in Red Deer.

We trust that these are temporary measures that will be lifted once there is a steady decline in the number of positive cases in Alberta. At this time, we cannot predict how long these measures will be in place. We will keep you informed as new directives or changes in directives are announced.

New communication process

Outbreak status online

We are introducing a new way to communicate information to you related to outbreaks. Beginning Monday, November 2, 2020, we will update the [covenantcare.ca](https://www.covenantcare.ca) website by 6 pm each day indicating the current outbreak status of each of our centres. We will update and include relevant context and numbers, as appropriate.

Text messaging alert system

We have procured a text messaging alert system to provide you with immediate updates when there is a change in outbreak status. You must sign up in order to receive text messages through this

system. Click on the link next to the centre for which you would like to receive text messaging updates and follow the prompts. There are different sign up links for staff and residents/families. Please choose the appropriate one.

[St. Marguerite Staff Signup List](#)
[St. Marguerite Resident / Family Signup List](#)

[Holy Cross Staff Signup List](#)
[Holy Cross Resident / Family Signup List](#)

[St. Teresa Place Staff Signup List](#)
[St. Teresa Place Resident / Family Signup List](#)

[Villa Marie Staff Signup List](#)
[Villa Marie Resident / Family Signup List](#)

[Château Vitaline Staff Signup List](#)
[Château Vitaline Resident / Family Signup List](#)

[Foyer Lacombe Staff Signup List](#)
[Foyer Lacombe Resident / Family Signup List](#)

[Centre de Santé Saint-Thomas Staff Signup List](#)
[Centre de Santé Saint-Thomas Resident / Family Signup List](#)

[Evanston Summit Staff Signup List](#)
[Evanston Summit Resident / Family Signup List](#)

[Martha's House Staff Signup List](#)
[Martha's House Resident / Family Signup List](#)

Please note that both the daily websites updates and the text messaging alert system will replace the current email updates that you receive.

Please stay healthy

In many ways, the public health protocols that were put in place when the pandemic was declared are being fortified given the current reality and increase in positive cases in Alberta and across the country. This is necessary to better contain COVID-19. We are dealing with a small, potent, and highly contagious virus that the global health community is continuing to learn about as more information is gathered and analyzed.

Right now, our only choice is to be super-vigilant in following public health protocols and extremely cautious in our interactions at home, at work, and as we are out in the community.

As always, please contact your Site Administrator with questions or send them to us at admin@covenantcare.ca. The most recent public health information on COVID-19 is available at ahs.ca/COVID. The daily updates for our centres will be located at covenantcare.ca.

Please keep in good health and make wise choices.

With gratitude,

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President

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Vice-President, Resident Experience