

family update

October 25, 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 in the dementia cottage at Château Vitaline.

The individual displayed symptoms and was tested. We were notified today that the result was positive and have spoken with the family.

Families with loved ones who live in the dementia cottage have been contacted. We will monitor everyone very, very closely. All residents and staff who the individual had interactions with are being tested. No residents or staff are showing any symptoms of COVID-19.

This is difficult news. The Château Vitaline team continues to follow all public health directives and protocols which we hope will minimize the possibility of transmission. We are working closely with the Medical Officer for Health's office to implement further precautions including:

- Asking designated supports, who are eligible to continue to visit, to think carefully about options before coming to the centre and consider virtual visits instead until all resident and staff test results are back and we are no longer in outbreak
- Postponing all social visits; please continue with virtual visit
- Minimizing contact between residents to contain exposure and risk, including serving meals on trays in resident rooms
- Temporarily halting recreational activities
- Continuing thorough 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

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.

We will be in touch regularly to keep you informed. Please direct questions to your Resident Care Manager at 780-929-9000 Ext 523 or email admin@covenantcare.ca. For the most recent information on the pandemic please see ahs.ca/COVID and the covenantcare.ca website for updated COVID-19 information on Château Vitaline.

Please stay healthy and well,

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience