

family update

October 19, 2020

NOTICE OF CONFIRMED COVID-19 OUTBREAK

Dear families,

We are sorry to report that we have a confirmed COVID-19 diagnosis in a staff member at Holy Cross Manor. This impacts residents and staff on Wellness 1 only.

The staff member worked on Wellness 1 the evening of October 13, began experiencing symptoms the next day, was tested on October 16 and received a positive diagnosis today. The individual wore a mask continuously during the entire shift and has not been at the centre since October 13. We are in contact with the staff member to ensure their safety and wellness.

Families with loved ones who live on Wellness 1 have been contacted. No residents are showing any symptoms of COVID-19. However, all residents on Wellness 1 are being tested to be safe. All staff who the individual had interactions with have also been contacted. None are showing symptoms and all are being tested.

This is difficult news. The Holy Cross Manor team continues to follow all public health directives and protocols which we hope will minimize the possibility of transmission. We are in contact with the Medical Officer for Health's office and will follow all additional outbreak guidelines to ensure our centre is safe.

We are postponing all social visits and hairdressing appointments and temporarily halting recreational activities for Wellness 1. Designated supports are eligible to continue to visit. We ask those who have been identified as designated supports to think carefully about options before coming to the centre. Please consider meeting with your loved ones virtually instead until all resident and staff test results are back and we are no longer in outbreak. We must exercise greater caution with the number of positive COVID-19 cases in the province rising substantively.

In addition, we are:

- **Quarantining residents** on Wellness 1 to minimize exposure and risk, including serving meals on trays in resident rooms.
- 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
- **Rescheduling the influenza immunization** for residents and staff on Wellness 1

Our staff have participated in planning and training and are responding with calm and confidence. Your loved ones are safe and are being cared for with compassion and love. We continue to monitor residents very closely.

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. For the most recent information on the pandemic please see ahs.ca/COVID and the covenantcare.ca website for updated COVID-19 information on Holy Cross Manor.

Please continue to take very precaution you can to stay healthy and well,

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience