

# resident, family, and staff update

November 29, 2020

Dear families, residents, and staff,

It has been an intense month with the dramatic increase in positive COVID-19 cases in the province and, unfortunately, our experience in some of our centres which is a reflection of what is happening in Alberta. Almost all of our Covenant Care centres have experienced outbreaks in the last few weeks. Thankfully, for the most part, they have been contained and limited to one staff member or resident. We are saddened to let you know that we have mourned the passing of twelve residents as a result of COVID-19. We offer our deepest condolences to families whose loved ones have passed away.

The majority of residents who passed away lived at Château Vitaline in Beaumont. We did all we can to contain the virus; however, it spread quickly at Château Vitaline, impacting residents and staff. We are grateful to that members of our Calgary and corporate teams who were readily deployed to the centre to provide care and administrative support. They also led teams of vetted external agency staff who were hired to backfill staff who had tested positive or were self-isolating. We are also grateful to Alberta Health Services for their ongoing assistance. We used our collective expertise and resources to do our best to monitor residents closely and keep them safe.

Continuing care is unique because of the long-lasting relationships that are forged and sustained between residents, families, and caregivers. The individual who cares for your loved one, the person who cleans their room, the staff member who cooks their meals—these are the relationships your loved one and our teams experience daily, offering glimpses into one another lives. This is the spiritual purpose with which we approach our work, with a clear understanding that serving your loved ones is a privilege.

## Update on [covenantcare.ca](https://covenantcare.ca)

Many families and staff have been checking our website to find out what the outbreak status is at our centres. Beginning today, we are including the number of individuals who have recovered from the virus to offer you more context. The number of residents and staff who have recovered will be posted weekly on Fridays. Outbreak status and the number of residents and staff who have tested positive will continue to be posted by 6 pm daily.

Please note that residents and staff are deemed to be recovered when, fourteen days following their positive test result, they are not experiencing any symptoms of COVID-19 and are functioning at their expected capacity. Fourteen days following a positive test result is the minimum amount of time to ascertain recovery. It may take individuals longer than that to be symptom-free.

## Text messaging alert system

Thank you to the 700 families and staff members who have signed up to receive text message alerts which provide you with immediate updates when there is a change in outbreak status. If you haven't yet signed up, please do so by clicking 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](#)

### Enhanced restrictions

Earlier this week, Premier Kenney announced enhanced restrictions to curb the increase in COVID-19 positive cases that we've been experiencing in the province. Please do all you can to adhere to the restrictions. Keep in mind that, as a family, you can choose to further restrict your outings and interactions to keep your bubble as small and as safe as possible.

We are all experiencing the fatigue of the pandemic in one way or another. Please take good care of yourselves. Reach out to those who you love virtually, by phone, or writing a card or note. Get outside, regardless of the temperature and no matter for how long, to make sure you are breathing in fresh air. Tune in to what brings you joy and be sure to build that into your daily routine. We have heard time and again that the only way to get through this is to do so together. We believe that wholeheartedly. It will take all of us to collectively take care of one another—body, mind, and spirit.

### Thank you

As always, thank you for your support, patience, and understanding. We know you are standing with us and that is an enormous boost. We are so proud of our team. They have been calm and confident since the pandemic was declared and have really shown tremendous character, especially in these last several weeks.

Please contact your Site Administrator at any time with your questions or send them to us at [admin@covenantcare.ca](mailto:admin@covenantcare.ca). You can find the most recent public health information on COVID-19 at [ahs.ca/COVID](https://ahs.ca/COVID) and daily updates for our centres at [covenantcare.ca](https://covenantcare.ca).

Please stay safe.

Derrick Bernardo  
President

JoAnn Molloy  
Vice-President, Resident Experience