

# family update

November 4, 2020

Dear families,

We have had a difficult autumn with outbreaks at several of our centres. We are grateful that, for the most part, the outbreaks have been contained. A big thank you to our teams for continuing to adhere to public health protocols and to you for your ongoing support, patience, and understanding.

As daylight shrinks in Alberta and our time outdoors decreases with it, we must renew our collective commitment and vigilance to working together to keep our centres safe. Our priority is to care for your loved ones as we always have, with compassion and respect. We will continue to navigate the challenges of the pandemic.

## Change in Communication Processes

We have learned through the last several weeks that the situation at our centres changes frequently and we must be more efficient in our communication to you. We have introduced two new communication channels so that you can access information more easily.

## Online Status Updates

We have created a COVID-19 status update table on our website ([covenantcare.ca](http://covenantcare.ca)) which is updated by 6 pm daily. The table provides the outbreak status of each centre along with the number of residents and staff who have tested positive. The website updates replace the email updates that you previously received if the centre where your loved one lives was on outbreak.

## 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 at the centre where your loved one resides (we will text you if there is a confirmed outbreak and when the outbreak has been cleared).

**You must sign up in order to receive text messages through this system.** We are pleased that since we announced the text messaging alert system over the weekend over 300 families and staff have signed up to receive text alerts. We ask that all families and staff take advantage of 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. If you have difficulty with the links below please go to the COVID-19 update page on our website ([covenantcare.ca](http://covenantcare.ca)) to access the links.

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

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

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

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

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

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

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

### Initial Outbreak Email Update

We will continue to send one initial update via email to families if there is an outbreak at the centre where their loved one lives to provide you with a clear understanding of the situation and the steps we are taking to contain transmission.

### Please Be Cautious

At yesterday's provincial update, the Chief Medical Officer of Health indicated that over 560 people tested positive *per day* across the province in the four days previous. The numbers in Alberta are increasing at a worrying rate. Please take very good care of yourselves and your families. Follow all public health protocols including staying home whenever possible and minimizing contact with those outside of your cohort. COVID-19 is extremely contagious.

The Chief Medical Officer of Health indicated today that we have seen our first case of influenza in our province this season. Influenza (the flu) exacerbates an already difficult health care situation caused by the pandemic. **Please take the influenza immunization as soon as possible. It is available free of charge at your pharmacy.** This is crucial as you plan on visiting your loved one through winter. The flu, like COVID-19, can cause severe symptoms in seniors. Please help us take every precaution, including taking the influenza immunization, to keep your loved ones safe.

### Thank you

We are so grateful to you for offering gratitude to our teams, for being patient and understanding of changes in protocols, and for supporting us.

As always, please contact your Site Administrator with questions or send them to us at [admin@covenantcare.ca](mailto:admin@covenantcare.ca).

The most recent public health information on COVID-19 is available at [ahs.ca/COVID](https://ahs.ca/COVID). Remember we will update our website at [covenantcare.ca](https://covenantcare.ca) by 6 pm daily so you know what the status is at each of our centres.

Take very, very good care.

Derrick Bernardo  
President

JoAnn Molloy  
Vice-President, Resident Experience