

family, resident, and staff update

November 4, 2020

NOTICE OF UNCONFIRMED COVID-19 OUTBREAK

Dear families, residents, and staff,

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 2 only.

The staff member last worked on Wellness 2 on October 29. As per public health protocols, the staff member self-isolated following close contact with someone who later tested positive for COVID-19. The staff member was tested on November 2 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 29. We are in contact with the staff member, who remains asymptomatic, to ensure their safety and wellness.

Holy Cross Manor is currently in an unconfirmed outbreak. We have been in contact with the Medical Officer of Health's office and expect they will declare this as an outbreak soon. To be safe, we have chosen to follow outbreak protocols. Families with loved ones who live on Wellness 2 have been contacted. While no residents are showing any symptoms of COVID-19, all residents on Wellness 2 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.

As precautionary measures we are:

- **Quarantining residents** on Wellness 2 to minimize exposure and risk, including serving meals on trays in resident rooms.
- **Postponing all social visits—please visit virtually instead**
- 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

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.

Daily updates on the outbreak will be posted online on the Covenant Care website by 6 pm (covenantcare.ca).

Click on the COVID-19 update link and scroll to the table outlining current status of each of our centres.

Our staff have participated in planning and training and are responding with calm and confidence. We are continuing to follow all public health directives and protocols which we hope will minimize the possibility of transmission. We continue to monitor residents very closely.

Daily Updates

Daily updates on the outbreak will be posted online on the Covenant Care website by 6 pm (covenantcare.ca). Click on the COVID-19 update link and scroll to the table outlining current status of each of our centres.

Text Messaging Alerts

You can also sign up for text messaging alerts. This system will be used to notify of changes in outbreak status—either letting you know if there is an outbreak at Holy Cross Manor and when the outbreak is cleared. Sign up to receive text alerts by clicking on the links below or going to the COVID-19 update page on covenantcare.ca.

[Holy Cross Families and Residents sign up](#)

[Holy Cross Staff sign up](#)

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.

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

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience