

# family, resident, and staff update

November 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 staff member at Villa Marie.**

The individual last worked on Saturday, November 21, experienced symptoms, was tested, and received a positive result yesterday evening. This impacts residents and staff in long term care one and two.

Families with loved ones who live on units one and two have been contacted as have the staff with whom the individual had direct interactions. Residents and staff will be swabbed as a precautionary measure. No residents or staff are showing symptoms.

We continue to monitor everyone very, very closely and are following all public health directives and protocols to minimize risk of transmission. We are working closely with the Medical Officer for Health's office to implement further precautions including:

- **Quarantining residents** to minimize exposure and risk, including serving meals on trays in resident rooms
- **Postponing all social visits**
- 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

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.

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.

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

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

### Daily Updates

Daily updates will be posted online on the [Covenant Care](https://covenantcare.ca) 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

Please 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 Villa Marie 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](https://covenantcare.ca).

[Villa Marie Staff Signup List](#)

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

We will be in touch regularly to keep you informed. Please direct questions to your Resident Care Manager at (587) 341-4221 or email [admin@covenantcare.ca](mailto:admin@covenantcare.ca). For the most recent information on the pandemic please see [ahs.ca/COVID](https://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