

family, resident, and staff update

November 6, 2020

NOTICE OF EXPANDED COVID-19 OUTBREAK

Dear families, residents, and staff,

We are sorry to report that the COVID-19 outbreak at Château Vitaline has expanded. In addition to Amber Cove, where the initial outbreak was, there are now five residents and three staff members in supportive living that have tested positive. This brings the total to eleven residents and seven staff members who are positive for COVID-19. Family members of residents who have tested positive have been contacted.

We applied for and received single site exemption from the Medical Officer of Health's office. This means that we can seek additional support to care for your loved ones by asking staff who work at other centres to assist us as an interim measure until we are once again COVID-free and in outbreak prevention.

We continue to monitor everyone very, very closely. We ask staff to be extremely cautious in their interactions at work, at home, and as they are out in the community running errands.

An increase in the number of positive cases and the expansion of the outbreak beyond one unit is disconcerting. We are continuing to follow all public health protocols to minimize transmission including isolating residents, ensuring staff don and doff PPE, postponing in-person visits in favour of virtual ones, halting recreational activities, and continuing cleaning and disinfecting.

Please remember that we have adapted our processes to be more efficient in our communication with you.

Please see the COVID-19 page on covenantcare.ca for a table with the current outbreak status at Château Vitaline. The table is updated by 6 pm daily. We will continue to send an email update at the outset of an outbreak and ask that you look online after that.

Please sign up to receive a text message alert when there is a change in outbreak status at Château Vitaline. Click on the link below or go to the COVID-19 page on covenantcare.ca to sign up. Note the staff and resident/family sign up links are different. Please choose the right one.

[Château Vitaline Staff Signup List](#)

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

We are conscious that the number of positive cases in the province has grown dramatically this week and ask that everyone take every necessary precaution to stay safe, including minimizing interactions and staying home when experiencing any symptoms.

Please direct questions to your Resident Care Manager at 780-929-9000 Ext 523 or email admin@covenantcare.ca. For the most recent information on the pandemic see ahs.ca/COVID.

Please stay healthy and well,

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience