

# family, resident, and staff update

November 20, 2020

## COVID-19 OUTBREAK UPDATE

Dear families, residents, and staff,

We are saddened to let you know that two more residents at Château Vitaline passed away as a result of COVID-19. We offer our sincerest condolences to the families. We are standing with you, mourning the losses together.

Seven residents at Château Vitaline have now died due to the pandemic. It is very difficult to experience these deaths; each one brings a heartache that stays with us. Our team chooses to work in continuing care, knowing that we will build relationships with residents and their families that can last years.

We are pleased that several residents and staff have recovered. Staff are returning to work once they are symptom-free and recovered.

Physicians and a Nurse Practitioner are on site and residents who have tested positive are on a care plan specifically designed for residents with COVID-19 and developed by medical doctors who specialize in seniors care.

We are using our collective expertise and focusing our efforts to care for residents who have COVID-19. We are offering clinical care to manage their symptoms and help them recover and comfort care to allay their worries and fears. We continue with the additional measures outlined in our last update including conducting prevalence testing and increasing droplet precautions.

We are monitoring your loved ones very closely.

If you haven't already, please sign up for our new text message alert system which we use to notify families and staff 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](https://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](#)

Please direct urgent questions to your Resident Care Manager at 780-929-9000 Ext 523 or email [admin@covenantcare.ca](mailto:admin@covenantcare.ca). We are keeping up with phone calls and emails as best as we can and will get back to you as soon as possible. Please understand that it may take some time.

The table on the COVID-19 page of our website updated daily by 6 pm and outlines the current outbreak status of every Covenant Care centre, including Château Vitaline. See [covenantcare.ca](https://covenantcare.ca). The most up-to-date information on the pandemic can be found at [ahs.ca/COVID](https://ahs.ca/COVID).

Thank you for your patience and understanding,

Derrick Bernardo  
President

JoAnn Molloy  
Vice-President, Resident Experience