

family, resident, and staff update

November 23, 2020

COVID-19 OUTBREAK UPDATE

Dear families, residents, and staff,

This weekend, three residents passed away at Château Vitaline passed as a result of COVID-19. We offer our deepest condolences to the families. You are in our thoughts and prayers.

We received a question following the last update asking how the staff who have tested positive are faring. Staff impacted by the virus have experienced varying severity of symptoms. We are grateful that all are progressing towards recovery. Staff are returning to work once they are symptom-free and recovered.

We continue to use all the resources and expertise available to us to care for all residents and to ensure we are adhering to the COVID-19 care plan designed by medical doctors who specialize in seniors care.

Please remember to 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. Click on the link below 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](#)

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. Please note that the table indicates the total number of residents and staff who have tested positive for COVID-19 since the beginning of the outbreak. It does not reflect the number of people who have recovered. The current definition of recovered is when a resident or staff member is no longer experiencing any COVID-19 symptoms 14 days following the initial positive result. Starting next week, we will update the table weekly to indicate the number of residents and staff who have recovered.

Please direct urgent questions to your Resident Care Manager at 780-929-9000 Ext 523 or email admin@covenantcare.ca. The most up-to-date information on the pandemic can be found at ahs.ca/COVID.

Thank you for your continued support. We are grateful that you are standing with us through these difficult times.

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience