

family, resident, and staff update

November 8, 2020

COVID-19 OUTBREAK UPDATE

Dear families, residents, and staff,

It is with great sadness that we share that three residents at Château Vitaline have passed away as a result of COVID-19. We offer our deepest condolences to the families. Our thoughts and prayers are with you. Château Vitaline is a small family that cares for one another. We recognize this loss and mourn together.

At this time, there are ten residents and seven staff who have tested positive for COVID-19 between Amber Cove and the first and second supportive living floors. As a precautionary measure, on Tuesday we are going to do another COVID-19 test on all residents and staff who are asymptomatic.

On Friday we shared that the Chief Medical Officer of Health granted Château Vitaline an exemption from the single site mandate which was put into place earlier in the pandemic restricting staff from working at more than one continuing care or supportive living centre. We needed an exemption because a significant portion of Château Vitaline staff are in isolation and unable to come to work. We are thankful that we were able to re-deploy staff from our Covenant Care centres in Calgary to Château Vitaline and hire skilled staff from vetted external agencies to help with staffing.

We are doing our very best to care for your loved ones, keep them safe, and help them be comfortable. We are in daily contact with Alberta Health Services who are close collaborators in supporting us to navigate the outbreak. A Nurse Practitioner from Alberta Health Services is regularly on site at Château Vitaline to support those residents who have tested positive for COVID-19. We are also fortunate to have the support of our community physicians.

At this time, we are not able to have in-person visits, even for designated visitors, unless there are extenuating circumstances. Given our staffing challenges, we also cannot support virtual visits right now. All of our efforts are wholly concentrated on caring for residents and keeping Château Vitaline safe. We will notify you as soon as we are able to support virtual visits.

The seriousness of the situation at Château Vitaline is a reflection of what is happening in the province as a whole. The Chief Medical Officer of Health and the Premier are pleading with Albertans to exercise extreme caution in all interactions as the number of positive cases in the province continues to increase each day. COVID-19 is an insidious virus that does not discriminate; everyone is susceptible and at risk. As the Chief Medical Officer of Health reminded us several weeks ago, it is important for our wellbeing as a society to support anyone who is symptomatic or who has tested positive.

We are continuing to monitor your loved ones very closely. This is a difficult situation and we understand that your instinct would be to be with your loved one. You have been gracious in offering patience and understanding since the beginning of the pandemic and we ask for this continued support.

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

A table on the COVID-19 page on covenantcare.ca is updated with the most up-to-date information by 6 pm daily. We will continue to send an email update such as this one when there is a significant change.

A text message alert can notify you 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](#)

Please direct urgent questions to your Resident Care Manager at 780-929-9000 Ext 523 or email 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.

Current information on the pandemic can be found at ahs.ca/COVID.

Please take very good care,

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience