

family, resident, and staff update

December 17, 2020

NOTICE OF CONFIRMED COVID-19 OUTBREAK

Dear families, residents, and staff,

We are sorry to report that we have a confirmed COVID-19 diagnosis in a staff member at Holy Cross Manor. This impacts residents and staff on Wellness 1.

The staff member last worked on Wellness 1 on Monday, December 14 and was asymptomatic at work. As per public health protocols, the staff member was tested following close contact with one of their family members who had tested positive for COVID-19. The staff member tested positive yesterday and informed us today. The individual wore a mask continuously during the entire shift. We are in contact with the staff member to ensure their safety and wellness.

Families with loved ones who live on Wellness 1 have been contacted as have staff with whom the individual was in contact. No one is showing any symptoms of COVID-19. We are testing residents on Wellness 1 and staff who were in contact with the individual, to be safe.

As precautionary measures we are:

- **Quarantining residents** on Wellness 1 to minimize exposure and risk, including serving meals on trays in resident rooms.
- **Limiting visitation to designated supports only**
- **Postponing all other social visits—please visit virtually instead**
- 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

As always, we are continuing to follow all public health directives and protocols which we hope will minimize the possibility of transmission and continue to monitor residents very closely.

Daily updates on the outbreak will be posted online on the [Covenant Care](#) website by 6 pm. Click on the COVID-19 update link and scroll to the table outlining current status of each of our centres. If you haven't already, please sign up for text messaging alerts to be notified of changes in outbreak status at Holy Cross Manor. Sign up to receive text alerts by clicking on the links below or going to the COVID-19 update page on [covenantcare.ca](#).

[Holy Cross Families and Residents sign up](#)

[Holy Cross Staff sign up](#)

Please direct questions to your Site Administrator at 403-975-8408 or email admin@covenantcare.ca. For information on the pandemic please see [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