

resident, family, and staff update

December 7, 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 team member at Dulcina Hospice.

One individual was at Dulcina Hospice each day from Monday, November 30 to Thursday, December 3 and did not have any symptoms of COVID-19. Symptoms started Friday, December 4. The individual was tested and received a positive diagnosis yesterday. The individual followed all protocols while with residents, including wearing a mask continuously.

Those who the individual was in contact with have been notified and swabbing is being conducted as a precautionary measure. No residents or staff are currently showing any symptoms of the virus. We are in contact with the individual to ensure their safety and wellness.

As precautionary measures we are:

- **Quarantining residents** to minimize exposure and risk
- **Limiting visits to designated supports**—please follow every precaution before coming to the centre and while you are visiting
- 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

Our staff have participated in planning and training and are responding with calm and confidence. We are continuing to follow all public health directives and protocols which we hope will minimize the possibility of transmission. We continue to monitor residents very closely.

Daily Updates

Updates on the outbreak will be posted online on the Covenant Care website by 6 pm Monday to Friday (covenantcare.ca). Click on the COVID-19 update link and scroll to the table outlining current status of each of our centres.

Text Messaging Alerts

You can also sign up for text messaging alerts. This system will be used to notify of changes in outbreak status—either letting you know if there is an outbreak at Dulcina

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Hospice and when the outbreak is cleared. Please note that Dulcina Hospice and St Marguerite Manor are on the same text message alert system. We will specify clearly when we text whether the outbreak is for Dulcina Hospice and St Marguerite Manor. Please sign up to receive text alerts by clicking on the links below or going to the COVID-19 update page on covenantcare.ca.

[St. Marguerite Staff Signup List](#)

[St. Marguerite Resident / Family Signup List](#)

Please direct questions to your Manager at 587-230-5636 or email admin@covenantcare.ca. For the most recent 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