

family, resident, and staff update

January 14, 2021

COVID-19 OUTBREAK UPDATE

Dear families, residents, and staff,

We are pleased to inform you that residents who live at Château Vitaline will begin receiving COVID-19 vaccines on January 15, 2021. We hope this offers you some sense of relief knowing that residents will soon be protected against the virus.

At this time, we remain on outbreak status at Château Vitaline. While residents and staff have largely recovered, there has been the occasional staff member who has contracted the virus in the community. Thank you for your continued patience.

We continue to follow all public health protocols and are monitoring residents very, very closely. It has been difficult for residents to be isolated for several weeks and for families to not be able to visit physically. We ask residents and families to please continue to connect with each other by phone or virtually—hearing a voice or seeing a face, even when it is through a mobile or computer screen, is reassuring and reaffirming.

We have been back to our full complement of staff since December 31, 2020 and are no longer relying on agency staff to provide care for residents. Staff and residents are equally glad to once again be connected with each other. We are grateful to our team for demonstrating exceptional compassion and doing all they can to create a calm, nourishing environment for those who live at Château Vitaline.

Please direct 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.

Please stay healthy and safe,

Derrick Bernardo
President

JoAnn Molloy
Vice-President, Resident Experience