

# family, resident, and staff update

February 1, 2021

## COVID-19 OUTBREAK ALL CLEAR

Dear families, residents, and staff,

**We are very happy and grateful to share that we are once again free of COVID-19 at Château Vitaline.** We are pleased to let you know that the Medical Officer of Health has cleared us of outbreak status. Residents and their families can once again visit in person again.

It has taken the diligence and patience of every member of the team—staff, residents, and families—to get us here. Thank you. It was a long journey with many challenges and restrictions. We are proud of our team for responding with calm and confidence, thankful to residents for their understanding and perseverance, and grateful to families for their patience and unwavering support. We have drawn on each other's strength these past many weeks.

We will continue to monitor residents very, very closely.

**Please remember that you must book visits ahead of time.** You can do this [online](https://covenantcare.ca/communities/chateau-vitaline/) (<https://covenantcare.ca/communities/chateau-vitaline/>). When residents and families visit in person we ask that you be vigilant in following all protocols to ensure health and safety. This includes continuous masking, maintaining physical distance, and washing hands frequently and properly. We all will need to do our very best to keep close contact with those in our household and minimize contact everywhere else, including when running errands. The virus continues to persist; every precaution will continue to be necessary until enough people have been fully vaccinated.

Thank you again for your incredible support. We have heard the phrase stronger together many, many times since the pandemic was declared almost a year ago. We experienced this firsthand at Château Vitaline: we all came together, in one way or another, virtually and physically, bringing our expertise, insights, and compassion to navigate a difficult situation.

Please continue to take very good care of yourselves and each other. Stay healthy and safe.

If you have any questions, please your Resident Care Manager at 780-929-9000 Ext 523 or email [admin@covenantcare.ca](mailto:admin@covenantcare.ca).

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