

resident, staff, and family update

September 24, 2021

Dear residents, staff, and families,

We hope you are keeping safe and healthy while enjoying the fall weather.

We have received several questions regarding visitation given the new restrictions that were announced by the provincial government last week. There is no change in visitation at this time. We will notify you if the Chief Medical Officer of Health makes any changes to the existing visitation orders for congregate living centres such as ours.

In the instance that one of our centres is on an outbreak, we are taking direction from the Medical Officer of Health for that region. A couple of our sites have had small, contained outbreaks recently. In our experience so far, visitation has continued through outbreaks.

If you are unwell in any way or experiencing symptoms of COVID, no matter how mild, please stay home, regardless of your vaccination status.

Seniors' care centres, including ours, are doing all we can to support the immense strain on the acute care health system. This includes welcoming new residents to our centres and ensuring we are able to welcome current residents back seven days a week if they've had to be admitted to a hospital for any reason.

The rising number of positive COVID cases in the province is worrisome and untenable. The health care system is in a dire situation and the impact of this is far reaching. It is crucial that we each do everything we can to stay healthy and safe. Please renew your commitment to being vigilant with all necessary precautions:

- **Wear a mask everywhere** except when you are in your own home and only with people who live your household
- **Maintain physical distance** of 6 feet from others
- **Practice proper hand hygiene**—wash your hands thoroughly with soap and water or with hand sanitizer
- **Be fully immunized**—the vaccine continues to be the most effective way to prevent severe outcomes. The vast majority of people in hospital ICUs are either not vaccinated or partially vaccinated and the number of deaths due to the virus are increasing. The vaccine is saving lives. Call 811 to book an appointment.

New information regarding any changes in processes or protocols will be shared with you as soon as we are able. The Covenant Care website is being updated by 6 pm twice a week on Tuesdays and Thursdays. See covenantcare.ca.

Thank you for your support. Please direct questions to your Resident Care Manager or email admin@covenantcare.ca.

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