

resident, staff, and family update

April 8, 2022

Dear residents, staff, and families,

We hope you are enjoying the warmer temperatures and are outside taking in the first signs of spring. We have several updates to share with you.

COVID update

Thank you to the over 300 families who logged onto the survey seeking your input on easing measures within our centres. Almost 45% of families who responded are comfortable removing public health measures and over 50% would like some measures such as mandatory vaccination, continuous masking for visitors, and health screening upon arrival to continue. Looked at together, the data indicates the importance of having a balance between removing all protections and ensuring residents and staff are healthy and safe.

Our leadership team is taking a close look at the survey results. As the provincial government determines a process to move to step three of their plan to ease restrictions in continuing care settings, we will use the input you shared to make policy decisions at our sites, with emphasis on doing everything we can to enable safe visitation.

Please note that the measures that were introduced over the last several months pertaining to residents and families remain in place until the government announces when step three of their plan will take effect. Until then, we continue to follow their guidance and uphold the directives outlined in orders issued by the Chief Medical Officer of Health.

The following measures remain in place at all Covenant Care sites:

- Staff and visitor screening upon arrival, including the collection of contact information
- Proof of vaccination or a negative RAS/PCR test prior to visiting
- Continuous masking for visitors
- Continuous masking and point of care PPE assessment for staff
- Rapid and/or PCR testing for residents and staff, as appropriate, based on protocols
- Isolating for residents who test positive for COVID-19, as directed by the Medical Officer of Health and Alberta Health Services

Accommodation rates

In recent years, the provincial government has moved to regular, predictable annual increases in resident accommodation charges to allow operators to keep pace with increasing costs and to give both residents and the operators more certainty. Due to a variety of factors, including the hardships that have been experienced from the pandemic, the increase in resident accommodation fee is being delayed until later in the year. You will receive notification once a date for the increase has been determined.

Take good care

With the highly contagious omicron variant that is making its way through cities and communities across the province and country, please be sure to delay your visit should you be experiencing any symptoms, no matter how mild.

Should you have any questions, please direct them to your Site Administrator or email admin@covenantcare.ca.

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