

IMPORTANT UPDATE: Chateau Vitaline

9th January, 2026

Dear residents, families and staff,

Today our facility status has changed to 'under investigation for Influenza'. We are currently waiting for swab results and therefore have several residents on isolation. As soon as there are any positive cases identified, we will update you immediately, verifying numbers.

Keep yourself and others safe during a respiratory illness outbreak.

1. Stay home if you are ill

- Reschedule the visit if you are ill,
- In some circumstances such as at end of life, arrangements may be made to visit a resident even if you're ill.

2. Before you visit

- Stay up to date with your influenza and COVID-19 immunizations.
- Ask about the number of visitors allowed at one time.
- Find out what can be brought in such as food and personal items.

3. When you arrive

- Follow posted instructions at the entrance of the facility.
- Check with reception before your visit and follow staff directions.
- Use hand sanitizer or wash your hands and use respiratory etiquette.

4. Protect yourself and others

- Wear a mask in common areas.
- Wear a gown, gloves and mask if you're visiting a resident who is on isolation.
- Keep distance between yourself and others.

5. When your visit is over

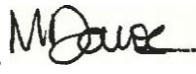
- Visit only one resident.
- Leave immediately after your visit is over.

We are doing all we can to contain the situation, working closely with our zone's Medical Officer of Health and Alberta Health Services. We are monitoring residents very closely.

An updated memo will be sent out every TWO days, with a further memo once the outbreak is declared over.

Please direct questions to michelle.dawson@covenantcare.ca

Thank you for your continued support, patience, and understanding.

Kind regards,

Michelle
Site Administrator

