

EXTENDICARE[®]

... helping people live better

August 2, 2020

Dear Extendicare Eaux Claires Family Members,

SUBJECT: COVID-19

We are writing to update you that one of our residents has tested positive for COVID-19.

We know that this news may be concerning, and we are doing all that we can to limit the spread of the virus. Our priority is to keep our residents safe and healthy and if there are any changes in the status of your loved one, we will contact you immediately. We assure you that we are doing everything in our power to protect your loved ones. Our focus is to continue delivering the high-quality care that our residents and families expect of us while we help our communities through this pandemic.

We are working closely with Public Health, with our Medical Director and with Extendicare's Infection Prevention and Control specialists and are following their directives. As well, our enhanced infection prevention and control measures remain in place such as symptom screening our residents and team members twice daily, terminal cleaning of high-touch surfaces, ensuring that all our staff are wearing masks and personal protective equipment and revisiting our infection prevention and control protocols to ensure they are being religiously followed.

In addition, we will be testing all residents for COVID-19 as well as staff. We regularly monitor residents for symptoms however, as we've learned, some people can have the virus without showing symptoms.

At this time, we have made the difficult decision to temporarily suspend all visits and will not be allowing any non-essential visitors into the home. We appreciate your support and compliance with this decision during this challenging time.

We know that this letter may cause some additional alarm, but its intent is to keep you informed of the situation at our home. Keeping our lines of communication open is crucial to us and we will continue updating you at least once a week with a letter, and when we have critical information or policy changes to share. If you have specific questions about your loved one, please contact your Community Manager at (780)472-1106 followed by their extension number.

1st Floor Community Manager – Robin Brooks ext. 251

2nd Floor Community Manager – Eduardo Sedoripa ext. 242

EXTENDICARE[®]

... helping people live better

3rd Floor Community Manager – Netta Sheppard ext. 219

Thank you for your patience and understanding as we work through this trying time. Should you have any general questions about Extendicare's policy and procedures, please feel free to call 1 (888) 746-5511 between 9:00am-7:00pm EST from Monday to Sunday. This line is staffed by Extendicare's long-term care consultants.

Sincerely,



Elizabeth Sousa
Administrator
Extendicare Eaux Claires