

August 12, 2020

Dear Extendicare Eaux Claires Family Members,

Re: COVID-19

Keeping in touch is very important to us, especially while we work through this outbreak and we are writing to provide you with a brief update on our home.

At this time, it remains that one resident and one staff member have tested positive for the virus and our priority is to contain the virus.

This situation felt like a step back for many of us because restrictions to visiting and leaving our home were only just lifted. We are thankful for all our residents who have followed infection prevention and control practices and encourage our staff daily.

We are happy to announce that we will start with outdoor patio visits between residents and the two assigned designated support visitors on Monday, and we will reassess as we move along.

Please rest assured that we are doing all that we can to limit the spread of the virus. We are following the guidelines put in place by Alberta Health Services and our working alongside our Medical Director and Extendicare's Infection Prevention and Control specialists and following their directives.

All visits are suspended, and we cannot allow any non-essential visitors into the home. If you have specific questions about your loved one, please contact the 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
- 3rd Floor Community Manager – Netta Sheppard ext. 219

We appreciate your support.

Sincerely,

Elizabeth Sousa
Administrator
Extendicare Eaux Claires