

November 05, 2020

RE: Allen Gray Continuing Care Centre Changes to Visitation Guidelines effective November 05, 2020

Dear Residents, Families, and Friends:

Updates: We have a staff member tested positive for covid-19 as of Nov. 02, 2020. We are swabbing all Residents and Staff as per the mandate from Alberta Health Services. We are in the middle of swabbing residents and staff and it would be best to limit all visitation during this period. We would ask that you please refrain from visiting residents for a few days as we need lots of things to be organized at this time".

At this time, no other residents are showing symptoms. We will be monitoring them very closely. Please call us back in a week's time for more updates. Sorry for the inconvenience this may have caused.

Also due to the rising cases of outbreaks in the Edmonton Area, it is no longer possible for us to accommodate as many visitors as we normally do. As of now, more than 44 facilities/Hospitals are on Covid-19 outbreak in the Edmonton Zone. We must implement additional precautionary measures and this will include our visitation procedures. These measures follow guidelines from Alberta Health.

We will only allow the following types of visitation:

- End of Life
- Quality of Life

Quality of Life visits: Please evaluate your own need to be present (based on resident need) and resident's mental and physical health. Also, any visiting person from high-risk areas evaluates their own need to be physically present (based on resident need), to help in limiting the number of people entering our Site.

Please call Rhea or Ellen to book future site visit appointments based on the resident care need.

All social visits are temporarily suspended at this time. We understand the importance of connecting with families, we encourage you to stay in touch with your loved ones through our Virtual Visits via FaceTime or Skype.

Virtual Bookings can be done by calling 780-469-9606 and dial in the following extensions:

For Lodge Ext. 211 or 261 and look for Poonam. Poonam will be booking virtual calls for Lodge residents Monday to Friday.

For 2nd Floor Residents Ext. 212 and look for Ellen or email visit2@allengray.ab.ca

For 3rd Floor Residents Ext. 254 and look for Rhea or email visit3@allengray.ab.ca

We will be confirming your booking through email or phone call

We are accepting Bookings Monday to Friday except for statutory holidays from 8 am to 3 pm.

The updated Virtual Visitation Schedules are as follows:

2nd floor -Mondays, Wednesdays, and Thursdays only
3rd floor - Tuesday, Wednesdays, and Thursdays only

Time Slots
2:00- 2:15 pm
2:20 - 2:35 pm
2:45 - 3:00 pm
4:00-4:15 pm
4:20 -4:35pm
5:20 - 5:35 pm

2nd floor and 3rd floor
Saturday and Sundays

Time Slots
11:00 -11:15 am
11:20 -11:35 am
1:45 - 2:00 pm
2:30-2:45 pm
3:00 - 3:15 pm
4:15 -4:30 pm

The Allen Gray Continuing Care strives to create a homelike, respectful, and supportive environment for residents and families.

Our Facility is our second home and we are asking for your respect, support, and understanding to us ensure the safety of everyone. Together we can reduce the risk of exposure to the virus and help help you and your loved one remain healthy and safe. Everyone can be a part of a solution.

We will continue to provide you with regular updates in our facility to keep you stay informed during the extraordinary circumstances presented by COVID-19.

Again Thank you and we appreciate all the support and concern.

Allen Gray has been - and will always- continue to provide your loved one's care that they deserve.

Sincerely,
Manju George, DOC
Charlotte McFadden, CEO