

Allen Gray Continuing Care Centre changes to Visitation guidelines effective November 16, 2020

Dear Residents, Families, and Friends:

We have another staff member tested positive for Covid-19 as of Sunday, November 15, 2020. Which means we have a total of two staff members tested positive for Covid-19 during the period of this outbreak and we are now on "Confirmed Covid-19 outbreak".

"We are completing swabbing in all areas of the facility starting today (all residents and staff). We are in the middle of swabbing and it is best to restrict all visitors during this period. We would ask that you please refrain from visiting residents for few days as we need lots of things to be organized at this time".

FYI- All the previous resident's swab results we tested came back negative so far. At this time, no other residents are showing symptoms. We will be monitoring them very closely. Please call us back in a week time for more updates. Sorry for the inconvenience this may have caused.

We will only allow the following types of visitation:
End of Life

All social visits and quality of life 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.

Please call Rhea or Ellen to book virtual visits for LTC and Poonam for Lodge. Virtual Bookings can be done by calling 780p469-9606 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 v1sit3@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 Virtual Visitation Schedules are as follows:

Weekdays:

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

Weekends
2nd and 3rd Floor - Saturday and Sundays 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 AllenGray Continuing Care strives to create a homelike, respectful, and supportive environment for residents and families.

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.

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

Sincerely,

-

Manju George, DOC,
Charlotte McFadden, CEO