



December 30, 2020

Dear Residents and loved ones of Allen Gray Care Centre,

Since our last letter to you, our current COVID-19 case numbers are as follows:

- Three active resident COVID-19 cases (All 3 cases are in Birch)
- Once active employee COVID-19 case
- Five employees have recovered

It is with a heavy heart that we also need to advise you that we have one resident passed away who was positive for COVID-19. On behalf of the organization, we would like to extend our heartfelt condolences to their friends and loved ones.

Asymptomatic swabbing was conducted for consented residents yesterday and the next round of asymptomatic swabs will be completed on January 5th. As well, if we have any symptomatic resident swabs pending and should any resident test positive, I can assure you that their primary contact or Legal Health Representative will be notified right away.

We are working with AHS to manage the outbreak, which includes weekly resident and staff swabbing. We are taking all necessary precautions to avoid any further exposure.

Additional Precautions:

All residents in Birch are staying in their rooms to be separated from each other. We have additional staff to cope with the extra workload in Birch. We have Inter Disciplinary Team Members helping out on the evenings and weekends to support staff and ensure everyone is following proper PPE (Dofficer role) and hand hygiene audits. Additional education provided to staff on Pandemic guidelines and outbreak management. We are ensuring extra high touch cleaning and hand hygiene for residents frequently. Disposable plates and trays for COVID-19 positive residents and providing tray services to all residents in Birch.

We are extremely optimistic at the news of a pending Vaccine for COVID-19. We sent out the COVID-19 consent forms via email last week. Please review and provide consent ASAP. A staff member will contact you, so you can provide verbal consent. We are hoping to have the vaccine on site by early January. For more information, please check the AHS COVID-19 Vaccine website. Our site has been chosen for the next immunization roll out for staff to receive the vaccine.

With the promise of a vaccine just around the corner, we are asking our family members to be extra vigilant and to visit using technology as much as possible. We will continue our tireless advocacy to ensure our residents and staff are among the first to be offered the vaccine.

We will only allow the following types of visitation:

- End of Life

Please evaluate your own need to be present at the site, with End of Life visits. Also any visiting person from high risk areas please evaluate your own need to be physically present (based on resident need), to help in limiting the amount of people entering our site. Please contact the unit Manager for approval. It is best to limit the number of people entering to our site at this time.

Visits to the site are 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 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](mailto:visit2@allengray.ab.ca)

For 3rd Floor Residents Ext. 254 and look for Rhea or email [visit3@allengray.ab.ca](mailto:visit3@allengray.ab.ca)

- We will be confirming your booking through email or phone call
- We are accepting Bookings Monday to Friday except statutory holidays from 8 am to 3 pm.
- The Virtual Visitation Schedules remains same as before.

We will continue to provide you with regular updates in our facility to keep you informed during the extraordinary circumstances presented by COVID-19. Please visit our Allen Gray website to see the most up-to-date case numbers.

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