



Date: April 14, 2022

Dear Residents and Loved Ones of Allen Gray Care Centre,

**We are on "Confirmed Covid-19 Outbreak" as of March 20, 2022**

Further to the communication sent you on March, we have total of three staff members (2 staff recovered already) tested positive for covid-19 (may have been acquired from the community) and one resident ( recovered already) during this outbreak.

If you are exposed and if you have any symptoms, please do not visit the site. We ask that you limit your visit as much as possible while we are on the outbreak.

All social visits are suspended at this time. In person visitation is currently restricted to the Fully Vaccinated Designated Support Persons (DSPs) only.

I would like to thank those who took the time to respond the survey on our Vaccination policy. Deadline is April 17, 2021. We are planning to have a Family Forum on April 20<sup>th</sup>, 2022 via zoom and hope to see you there.

We are continuing to follow all guidelines from the PH, CDC and AHS.

**We implemented the following guidelines:**

1. Mask and Eye protection at ALL times in the facility, with the exception of when eating/drinking during meals (for staff only), ensuring you are physically distanced from others.
2. High touch cleaning, 3 times a day and low touch cleaning once daily.
3. Active screening of both staff and visitors. Active screening is defined as verbally asking every staff and visitor each screening questions.
4. Removed shared items (e.g. salt shakers)
5. Follow break room guidelines. Main Dining/cafeteria maximum 2 people on a table, however if space allows, one person per table.
6. Rigorous hand hygiene
7. Discourage car pooling with staff members
8. Staff are not to enter facility if they have symptoms, if symptoms developed during their shift to notify manager and leave immediately.
9. Monitor symptoms of residents. Currently focus on swabbing any symptomatic residents.
10. Perform rapid test 1, 3, 7 days and symptoms screening for residents who are close contacts.
11. Hair salon can remain open, no groups and use of masks at all times
12. Recreation can have small group activities as long as the residents are physically distant from one another (10 people max).
13. Discourage visitations especially for symptomatic and COVID + residents. If visitors decide to visit symptomatic/COVID + resident, ensure they are donning and doffing PPE appropriately. Encourage different form of visitation (E.g. virtual visits)



Visitors are strongly encourage to bring a KN95 or N95 mask when visiting (unfortunately, we are unable to supply them). If you are not able to bring one, we will provide you with a Level 3 surgical mask and face shield.

**Visitors must provide proof of full immunization**, must not have had close contact with a confirmed or suspected COVID-19 case in the last 14 days, and must not have returned from out of country in the last 14 days.

If you are **not fully immunized**, you are strongly encouraged to reconsider your need to attend to the resident onsite. If you need to visit your loved ones and you ore one of the DSPs, you must obtain a negative PCR or rapid testing within 72 hours of your visit. We encourage you to stay in touch with your loved ones through virtual visits via FaceTime, phone call 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 2<sup>nd</sup> Floor** Residents Ext. 212 and look for Ellen or email [visit2@allengray.ab.ca](mailto:visit2@allengray.ab.ca)


**For 3<sup>rd</sup> 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.
- Please minimize your calls to a maximum of 10-15 minutes, so we can accommodate all resident's families.

The health and safety of residents, families and staff is our first priority and a responsibility we take very seriously. Should there be any further updates, we will provide these to you as we receive them for the duration of the outbreak.

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

Sincerely,

Manju George, DOC ,   
Charlotte McFadden, CEO