

COVID-19 NOTIFICATION: COVID-19 (Novel Coronavirus) Elgin Manor Long-Term Care Home

To: Families of Residents at Elgin Manor

From: Director of Homes and Seniors Services & Administrator, Elgin Manor and Bobier Villa

Date: **December 23rd, 2020**

Subject: COVID-19 Update

Dear Residents, Families and substitute decision makers of Elgin Manor Long-Term Care Home,

Earlier today we received notification that a second resident has now tested positive for COVID-19. This resident lived in close proximity to the resident who tested positive on December 21st, 2021.

Aside from the two (2) residents who have tested positive at Elgin Manor, there are no other reported or confirmed cases of COVID-19 among staff or residents at Elgin Manor.

We continue to closely monitor residents and screen staff for symptoms of COVID-19 and we are strictly adhering to guidance and directives from the Ministry of Health and Southwestern Public Health.

I can appreciate that having a loved one in Long-Term Care during the pandemic is stressful for you and your families. Especially with all of the distressing news surrounding the devastation COVID-19 has caused in other Long-Term Care Homes in the province. I can assure you that my team is working around the clock to do everything we can to prevent the spread of COVID-19 at Terrace Lodge. I can also assure you that either myself or a member of my team will advise you immediately if there is enhanced risk for your loved one, or if their health status changes. I am committed to keeping you informed throughout the holidays if we receive notification of any additional COVID-19 cases among staff members, residents or caregivers.

In the meantime, if you have questions about your loved one, please don't hesitate to reach out to us directly. Our medical team, including the doctors, continue to closely monitor the health of our residents. I can assure you that we remain dedicated to all of our residents, including your loved one.

Sincerely,

Michele Harris
Director of Homes & Seniors Services

Terri Benwell
Administrator, Elgin Manor and Bobier Villa