

COVID-19 (Novel Coronavirus) Communication Strategy - Positive Case Elgin County: Bobier Villa, Terrace Lodge and Elgin Manor

To: Families of Residents at Terrace Lodge

From: Director of Homes and Seniors Services

Date: **December 5th, 2020**

Subject: COVID-19 Update

Dear Residents, Families and substitute decision makers of Elgin County's Terrace Lodge Long-Term Care Home,

I am writing to you as Director of Homes and Seniors Services for Elgin County and I would like to provide you with an update regarding COVID-19 and Terrace Lodge. On Saturday, December 5th, 2020 we received confirmation that one of our staff members of Terrace Lodge tested positive for COVID-19. The staff member is now in isolation and this is considered an individual case, not a workplace exposure. We are monitoring residents and screening staff for symptoms of COVID-19.

COVID-19 is a viral illness that spreads like the flu and is hard to contain, despite everyone's best efforts. We have carefully considered the risks of infection for the residents and care providers and have put in place extra safeguards to lessen the potential for transfer of COVID-19.

We continue to work very closely with Southwestern Public Health officials on outbreak management and practices. Staff are providing care using droplet/contact precautions Personal Protective Equipment (surgical mask, gown, gloves, eye protection) for any residents that may require isolation. All other staff are wearing surgical masks at all times. These measures are in addition to other enhanced infection prevention and control measures we have taken, including the Ministry's restrictions on visitors (outlined below), more frequent cleaning, especially in high touch areas like doorknobs, handrails, common areas, staff rooms and seating areas.

During an outbreak, to support resident and staff safety, a maximum of 1 essential caregiver may visit a resident at a time. An essential caregiver may not visit any other resident or Home for 14 days after visiting another resident who is self-isolating or symptomatic; and/or, Home in an outbreak.

Elgin County continues to do everything we can to keep our residents and employees safe as we work to prevent the spread of COVID-19 at our Long-Term Care Homes. We will advise you immediately if there is enhanced risk for your loved one, or if their health status changes. 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, are closely monitoring the health of our residents.



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We continue to take all necessary steps to decrease the risk of spread of the virus and remain dedicated to our residents, your loved one. Our hearts go out to you during this distressing time.

Sincerely, Michele Harris

Director of Homes & Seniors Services

