

OUTBREAK NOTIFICATION: COVID-19 (Novel Coronavirus)

Terrace Lodge Long-Term Care Home

To: Families of Residents at Terrace Lodge

From: Director of Homes and Seniors Services

Date: **December 19th, 2020**

Subject: COVID-19 Update

Dear Residents, Families and substitute decision makers of 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. Elgin County was notified on December 19th (late afternoon) that during weekly surveillance testing for COVID-19 at Elgin's Long-Term Care Homes, two (2) employees at Terrace Lodge Long-Term Care Home tested positive for COVID-19. Both employees are asymptomatic and in isolation at home. At this time, there are no other reported cases of COVID-19 among staff or residents at Terrace Lodge. We are monitoring residents and screening staff for symptoms of COVID-19.

I know that this news comes not long after we last notified you of a positive staff case on December 5th. The recent outbreak was resolved on December 16th.

Public Health officials are noting higher levels of community transmission in Elgin County and since COVID-19 is a viral illness that spreads like the flu, it makes the risk of transmission within our homes even greater, despite everyone's best efforts. As we have since the onset of the pandemic, we carefully consider the risks of infection for the residents and care providers on an ongoing basis and have put in place many 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, more frequent cleaning, especially in high touch areas like doorknobs, handrails, common areas, staff rooms and seating areas. To support resident and staff safety, a resident who is self-isolating or symptomatic can have a maximum of one (1) essential caregiver visit the resident at a time. An essential caregiver may not visit any other resident or Home for 14-days after visiting a resident who is self-isolating or symptomatic, or a Home that is in declared outbreak.

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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. I can 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.

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 will take all necessary steps to decrease the risk of spread of the virus and remain dedicated to our residents, your loved one.

I know this is difficult news to receive, particularly this close to the holidays. Our hearts go out to you during this distressing time.

Sincerely, Michele Harris

Director of Homes & Seniors Services

