

COVID-19 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: January 3, 2021

Subject: COVID-19 Update

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

On December 21, 2020, I advised you that we had three (3) staff members who had tested positive for COVID-19. Earlier today we received notification that a fourth staff member has now tested positive for COVID-19 as part of the current outbreak. All four (4) of these staff members have been following public health direction regarding self-isolation.

There are no reported or confirmed cases of COVID-19 among residents at Terrace Lodge.

I want to reassure you that our medical team and health care staff continue to closely monitor residents for symptoms of COVID-19 and our entire team is strictly adhering to guidance and directives from the Ministry of Health and Southwestern Public Health (SWPH). SWPH has directed that residents residing on the wing where the staff member last worked must be tested for COVID-19. This test will take place as early as tomorrow. Staff will notify the Power of Attorney on file if your loved one needs to be tested and resides on this wing.

The team at Terrace Lodge has done really well to limit the transmission of COVID-19 within our Home over the holidays. We all continue to work around the clock to prevent the spread and keep your loved one safe.

I remain committed to keeping you informed of any changes related to the health status of your loved one at Terrace Lodge as well as any changes related to the outbreak status including notification of any additional COVID-19 cases among staff members, residents, or caregivers.

I can appreciate that this is a very difficult time for you and your families. Please don't hesitate to reach out to our team if you have questions about your loved one.

We remain steadfast in our commitment to your loved one.

Sincerely, Michele Harris – Director of Homes and Seniors Services