

COVID-19 NOTIFICATION: COVID-19 (Novel Coronavirus) Terrace Lodge Long-Term Care Home

To: Families and substitute decision makers of Residents at Terrace Lodge

From: Michele Harris, Director of Homes and Seniors Services and Christine Leonard, Administrator

Date: January 9, 2021

Subject: COVID-19 and Organizational Update

Dear Families and substitute decision makers:

Happy New Year! The start of a new year has always been a time of excitement and renewal and we know that many of you were excited to close the door on a difficult year. We would like to provide you with an update regarding COVID-19, along with notification of recent changes to the leadership team at Terrace Lodge.

Vaccine & COVID-19 Update:

Despite the challenges we will undoubtedly face in 2021, there is hope on the horizon with the roll out of a **vaccine** coming to our residents very soon. We will be in contact with you soon to seek your consent to vaccinate your loved one. Over the past three (3) weeks, approximately 30% of our Homes staff in Elgin County have received the first dose of the vaccination. We anticipate that more staff will be vaccinated in the coming weeks.

COVID-19 Update:

- On January 3, 2021, we advised you that we had one (1) staff member tested positive for COVID-19. Last night, we were notified by Southwestern Public Health (SWPH) that an **additional staff member has tested positive for COVID-19**. Staff members who test positive are required to self-isolate.
- The three (3) cases that were reported to you on December 21, 2020 are now resolved.
- Aside from the two (2) staff members who have tested positive recently at Terrace Lodge, there are no other reported or confirmed cases of COVID-19 among staff or residents at Terrace Lodge.
- The staff member who tested positive yesterday does not provide direct care to our residents. As such, public health believes the risk of transmission to residents is low and residents will not be required to be swabbed at this time.



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Leadership Changes:

We are pleased to inform you of recent changes to our leadership team at Terrace Lodge. Trang Pham, Manager of Resident Care, is now working at Elgin Manor. We know many staff, residents and families will miss Trang! We are thrilled to announce the following new staff members:

- **Tracey Rutter** has recently replaced Trang as Manager of Resident Care. Tracey is a skilled and capable Registered Nurse with extensive leadership experience, including Long-Term Care.
- **Christine Leonard** has recently taken over as Administrator. Christine has dedicated her 40-year career to Long-Term Care in Niagara and has relocated to Elgin County from Niagara. Her positive and kind disposition, along with her extensive leadership and direct-care experience and expertise will benefit staff and residents alike.

Our team has welcomed both Christine and Tracey with open arms! Christine and Tracey hope to connect with you soon.

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. We 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.

We remain steadfast in our commitment to your loved one. Please don't hesitate to reach out to our team if you have questions about your loved one.

Yours Very Truly,

Michele Harris – Director of Homes and Seniors Services

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