

## Family update #141

January 20, 2022

Dear family and friends,

### COVID-19 Update

**Two residents on the third floor of Greenview Long Term Care have tested positive for COVID using rapid antigen tests.** One resident has symptoms, and one is asymptomatic. PCR tests have been performed and we are awaiting the results. Current Alberta Health guidelines indicate that if someone has tested positive with rapid test and is symptomatic, it should be assumed that the individual has COVID. We continue to screen and monitor all residents and are performing rapid tests according to public health guidelines.

Currently, 15 Crescent Heights staff, 5 Greenview Long Term Care staff and 7 Greenview Supportive Living staff are not able to attend work either due to a positive diagnosis or because they are awaiting PCR test results. Coordinating replacement staff continues to be a challenge, as is the case throughout the health care system. We ask for your continued understanding and trust. As always, we are doing the best we can to care for your loved ones.

### CMOH Order 03-2022

Dr Deena Hinshaw, Chief Medical Officer of Health, issued a new order on January 18, 2022. Changes for long term care and supportive living facilities include:

<b>Resident screening</b>	<ul style="list-style-type: none"> <li>Residents returning from an absence of greater than 24 hours or who are an asymptomatic fully immunized close contact must actively screen daily for 14 days post-return or post-exposure, whichever is relevant.</li> <li>Where onsite capacity allows, rapid testing on days 1, 3 and 7 is recommended.</li> <li>Residents who are not fully immunized and have been in close contact with a confirmed case of COVID-19 are required to quarantine for 10 days or until symptoms resolve, whichever is longer</li> </ul>
<b>Resident isolation</b>	<ul style="list-style-type: none"> <li>10-day isolation period from start of symptoms or until symptoms resolve, whichever is longer.</li> <li>These residents must continue to wear a mask at all times outside of their suites.</li> </ul>
<b>Visitor PPE</b>	<ul style="list-style-type: none"> <li><b>All visitors must wear a well-fitting surgical/procedure mask or a well-fitted KN95 or N95</b></li> </ul>
<b>Staff isolation</b>	<ul style="list-style-type: none"> <li>Fully immunized staff who have tested positive for the virus must isolate for five days or until symptoms resolve, whichever is longer; for the next five days they must also wear a mask when outside of their home without exception, including to eat or drink</li> <li>Staff who are not fully immunized must isolate for ten days or until symptoms resolve, whichever is longer</li> </ul>

<b>Rapid testing for residents, staff, visitors, and volunteers</b>	<ul style="list-style-type: none"> <li>• Rapid tests should not be completed on persons who have tested positive for COVID-19 in the previous 21 days to prevent false positive results.</li> </ul>
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## Visitation

We are continuously reviewing our visitation protocols in an effort to keep your loved ones, staff, and yourselves safe. As the number of Omicron cases in the community keeps rising, **we are maintaining our request that you come to our centres for essential visits only noting that only fully vaccinated visitors are permitted for now.** It is crucial that we work together to maintain everyone's health and wellbeing.

## Rapid Testing (RAS)

We are very thankful for the cooperation of visitors who voluntarily take a rapid test prior to their visit. We request that you take the rapid test once a week rather than daily or every two to three days. It is important to self-monitor and notice any symptoms that you may be experiencing. Please be careful to delay your visit if you are experiencing any symptoms, even if it is just one symptom and even if it is very mild.

The rapid tests continue to be an important way to detect positive cases, especially in people who are asymptomatic:

Between Jan 10 and Jan 16, 2022	# of visitors	# of visitors who took a rapid test	# of staff who took a rapid test
<b>Crescent Heights</b>	141	107 1 positive	206 4 positive
<b>Greenview (LTC &amp; SL)</b>	276	69	273 3 positive

## Occupational Health and Safety Inspection

An inspection by the Alberta Health Services Occupational Health and Safety Officer was held at Crescent Heights on Wednesday, January 19. The inspector reviewed our COVID management, safety policies, and practices and confirmed that all our support for the staff, residents, and visitors met standards. The inspector was extremely impressed with our approach to COVID including safety practices and communication with families and staff. The Officer had no concerns or recommendations.

## Upcoming events

### Family Orientation: Jan 27 from 5.30 pm to 6.30 pm – register by Jan 25

Family members whose loved ones began living at Crescent Heights or Greenview during the pandemic may click [here](#) to register to attend the upcoming family orientation. Our Wing Kei culture, approach to care, and available services will be discussed. While the orientation is geared to new families, others who are interested are also welcome.

**Family Town Hall: Feb 2 from 5.30 pm to 6.30 pm**

Please note the date and time for our next family town hall in your calendars. We will send a registration link in the last week of January.

*The Lord bless you  
and keep you;  
the Lord make his face shine on you  
and be gracious to you;  
the Lord turn his face toward you  
and give you peace.  
~ Numbers 6:24-26*

With gratitude,

Kathy Tam  
Chief Executive Officer