



Update March 31, 2020

**Dear Resident/Family Member at McKenzie Towne Continuing Care Centre,**

It is with great sadness that I am writing to inform you that, that two residents of McKenzie Towne Continuing Care Centre in Calgary passed away with COVID-19.

The team at McKenzie Towne, and the entire Revera family, are devastated to announce the passing of two residents at the home. The first resident passed late on March 29 and the second in the morning of March 30. This brings the total number of residents passing to three.

We offer our deepest sympathies to their families and friends, to their fellow residents and to the employees who have been providing them with such compassionate care.

Alberta's Chief Medical Officer of Health, Dr. Deena Hinshaw, announced the passing of the first resident at her briefing yesterday. The other resident's passing will be addressed by Dr. Hinshaw at today's briefing.

Our thoughts are also with one resident who remains in hospital for treatment. There are 36 residents who have tested positive for COVID-19 remain in the home in isolation. A total of 82 residents are in isolation in four home areas at McKenzie Towne, and we await test results for 10 of those from Alberta Health Services. Five staff members have tested positive.

If an area of our home has a resident whose COVID-19 test returns positive, that home area is then in isolation, with strict protocols to try to keep the virus from spreading.

For the home areas in isolation, staff providing care wear full PPE for droplet precautions and continue to practice good hand hygiene between every resident interaction. We are continuing with enhanced cleaning of all resident and common areas and high touch surfaces.

We have been able to add several staff and we are actively recruiting more staff. We are working with AHS to accommodate the extra demands of residents in isolation, which include individually feeding residents in their rooms on overbed trays, engaging residents in one-to-one recreation activities and supporting the enhanced cleaning measures.

With respect to the testing itself, at the direction of AHS Public Health officials, we only administer the COVID-19 test to residents who present symptoms, which include fever, new or worsened shortness of breath, new or worsened cough, sore throat or runny nose.

The reason tests are not administered to asymptomatic residents is that, from a medical perspective, the test will only highlight the results from that moment in time. The test could return negative, and yet the person could display symptoms three days later and have a positive result from a new test. Constant testing without symptoms would be neither practical, possible, nor efficient.

What is important for you to know, however, is that if a resident does display any of the symptoms listed above, we immediately follow strict protocols around that resident's care as if they were positive, even if



the results of their test take 24-48 hours to come back. In this way, we are doing our very best to keep everyone safe and provide them with appropriate medical care as soon as possible.

We would also like to be fully transparent about the timelines of this outbreak. After the first confirmation of a positive COVID-19 test, McKenzie Towne was declared to be on outbreak on March 23 and the home was fully locked. Given the incubation period, we are likely to see more positive cases until at least April 6, so we will maintain our vigilance in monitoring residents well past this time.

We are continuing to reach out to residents' families to keep you up to date on you loved ones' conditions. We will continue to communicate by phone and email as often as possible.

Again, we understand that this is a very anxious time for family members, and we sympathize completely. We care deeply about our residents and we are committed to doing everything we can to protect the health and safety of our residents, employees, suppliers, service providers and their families.

As sad as today's news is, we also want to express our gratitude to the community and to the families of our residents for their much appreciated support. We also want to commend the spirit and commitment of the staff at McKenzie Towne who are caring for our residents in this difficult time.

Sincerely,

Dr. Rhonda Collins  
Chief Medical Officer, Revera