

March 26, 2020



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

I am reaching out to you today to share that McKenzie Towne Continuing Care Centre is managing a serious outbreak of COVID-19. We have been informed by Alberta Health Services that COVID-19 tests for an additional eight residents at McKenzie Towne Continuing Care Centre have returned positive, bringing the total to 13. We are also awaiting the results for an additional 10 residents who have respiratory symptoms. Tests for six residents have returned negative for COVID-19.

I understand that this is a very stressful time for family members, particularly with the necessary restrictions in place regarding visitors of residents in general, and especially affected residents. Given that, I wish to provide you with some reassurance regarding the strict precautions and protocols we are following at the home.

Since the receipt of the first COVID-19 positive test results on March 22, the areas of the homes where those residents live have been in outbreak isolation, meaning that all residents in those areas are isolated in their respective rooms. The two newest cases are in a different home area, which is also now in isolation. Staff members are wearing full personal protective equipment (PPE) to serve those areas. In addition, the dining rooms in those areas are closed, meal trays are being provided to all residents, and recreational programs have been halted.

I want to assure you that Revera takes outbreaks very seriously, and we are committed to doing everything we can to protect the health and safety of our residents, employees, volunteers, suppliers, service providers and their families. We are bringing in extra staffing resources today to support the outbreak response. I also want to recognize the efforts of our team at McKenzie Towne Continuing Care Centre, who are working tirelessly to support our residents and to keep each other safe.

While we hope you can appreciate that our focus right now is on resident care, we want you to know that we are developing a plan for more regular communication with families. Thank you for your continued patience, support and faith in us to care for and protect your loved ones.

Sincerely,

Dr. Rhonda Collins
Chief Medical Officer, Revera