

January 17, 2021

Dear Sir or Madam,

We are writing to advise you that a COVID-19 outbreak has been declared on Tower 3 North and Tower 3 South PCH Units at Deer Lodge Centre. **1 employee** affiliated with the unit has tested positive. We are closely monitoring all Residents for symptoms. Deer Lodge Centre tests all patients and residents experiencing respiratory symptoms to determine the cause of their illness. This includes testing for COVID-19. Primary contacts will be notified if their family member is being tested along with any results.

Because your health and safety are very important to us, we want to update you on the **activity that is underway to address this outbreak:**

- No new admissions are being accepted onto these units.
- Residents will be asked to stay in their rooms outside of required treatments and wear masks as much as possible.
- We continue to use cleaning products known to be effective against this virus and have enhanced the frequency of cleaning on this unit.
- Staff continue to wear personal protective equipment to protect themselves and prevent spreading the virus within the unit.
- Staff will always sanitize their hands on the way in to care for residents.
- Group activities have been cancelled although one-on-one sessions for occupational therapy, physical therapy, etc. will continue.
- To maintain physical/social distancing, all common areas on the unit are closed.

We are working closely with Infection Prevention and Control and the Provincial Public Health office to identify close contacts to the affected individuals. If you recently visited the facility and have questions or concerns about your own health, please contact Health Links-Info Santé at 204-788-8200 or toll-free 1-888-315-9257.

Thank you for your co-operation as we work to protect you, our staff and our community from COVID-19. If you have **any questions or concerns**, we are here for you. Please talk to your care team, the Unit Manager, or call the Client Relations Office at 204-831-2963.

If you would like a status update on a patient or resident, please call our Patient / Resident Inquiries Hotline at 204-833-1760. We will work to get back to you as quickly as we can.

Sincerely,

A handwritten signature in black ink that reads "Kevin A. Scott". The signature is written in a cursive style with a large, stylized initial 'K'.

Kevin A. Scott
Chief Operating Officer