

SILVER BIRCH PLACE OUTBREAK

Frequently Asked Questions – July 16, 2020



To ensure residents, families, and staff are kept informed during this outbreak, we have prepared this document based on what we know at this time. As we receive further information and guidance from Alberta Health Services, we will update this communication.

If you have questions that are not addressed here or on our website at www.heartlandhousing.ca, you can email info@heartlandhousing.ca

Thank you for your continued calm and cooperation as we face this challenge together.

How many people have tested positive now?

Comprehensive testing has been completed for all residents and staff of Silver Birch Place. We will notify staff, residents, and families of any further positive tests via email/letter. Our website will also be updated as our status changes. We do not have a timeline for when test results will be returned.

Are residents safe?

Immediately upon notification of the positive test results, all residents were asked to stay in their rooms.

Resident meals will be delivered directly to their suites until at least Sunday, July 19, pending further guidance from Alberta Health. Group recreation activities will not be offered until the outbreak is declared over, or until further guidance is provided by Alberta Health Services.

Cleaning protocols and the use of Personal Protective Equipment continue to be carefully enforced. Any residents or staff who have been in direct contact with the resident who tested positive in the last 14 days are currently self-isolating while awaiting test results and further guidance from Alberta Health Services.

What can residents do to help keep themselves safe?

Residents are required to perform their self-assessment for COVID-19 symptoms twice daily and report any symptoms to staff immediately. Residents should refrain from leaving Lodge property until we receive further guidance from Alberta Health Services. We encourage everyone to continue to practice excellent hand hygiene and to practice physical distancing.

How did the resident get COVID-19?

Contact tracing is currently being done by Alberta Health Services to try and establish where they contracted the virus. Our lodge has been carefully and thoroughly practicing all outbreak prevention measures advised by Alberta Health since the pandemic began.

Can I still have an outdoor visit with my loved one?

We have been given permission by Alberta Health to temporarily suspend outdoor visits until Monday, July 21 as we await test results for residents and staff. We encourage you to stay connected to your loved one by telephone or via video call. While the lodge is under the outbreak, residents who are not required to isolate must remain on Lodge property (except in the case of necessity), per Health Order 23-2020.

I'm a resident who has a medical appointment scheduled. What should I do?

At this time we are asking all residents to refrain from leaving the property unless medically necessary. If you do require to leave for essential services, please let the site know, pick up your mask for use while out and ensure to follow hand hygiene protocols, We expect further guidance on this from Alberta Health as they complete staff and resident testing.

Can residents go to a loved one's home?

While we are in an outbreak, residents who are not required to isolate must remain on-site (except in the case of necessity). If a resident leaves the Lodge for any outing longer than 24 hours, they will be asked to isolate for 14 days upon return to the Lodge. Residents will not be re-admitted while the facility is under investigation or in a confirmed outbreak of COVID-19. This means that any resident who leaves the lodge for more than 24 hours will not be readmitted until the outbreak is declared over by AHS and would then be required to isolate in their suite for a further 14 days upon readmission to the lodge. Further, any resident who leaves the property for more than 24 hours may be required to self-isolate when they arrive at their destination (your home), per Alberta Health if they are found to have had direct contact with confirmed or suspected COVID-19 cases.

Why isn't this outbreak listed on the Alberta Health website?

Alberta Health will post outbreak status information in situations where there are 2 or more positive test results in a single facility. At this time, we have only 1 positive test result for a resident who is presently being treated at a regional hospital.

Will families be notified of a resident's test result?

Test results are personal information. Unless your loved one has a personal directive in place or you are the designated primary contact, their specific results will not be disclosed to anyone other than themselves, site management, and Alberta Health Services.

When will the outbreak be over?

Alberta Health Services will advise when the outbreak is over. At this time we cannot provide any estimates on the timeline for that status change.