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To: All Intercare Residents and Families

From: Ian Woodcock
Executive Vice President and Chief Operating Officer

Cheryl Miles
Assistant Vice President of Care Operations

Dr. Patrick Quail
Medical Director

Date: March 19, 2020

Re: COVID 19 – Latest Updates – NEW Visitor Restrictions

To support our healthcare system's efforts towards 'flattening the curve' and slowing down the spread of COVID-19, with the exception of family visitations for residents who are at end of life, effective immediately visitors and companions are restricted from attending at our Intercare sites.

The safety and well-being of our vulnerable resident population remains our top priority and, as such, we continue to take every precaution necessary to safeguard our residents who are at particularly high risk if exposed to the COVID-19. We continue to monitor and follow directives from Alberta Health, Alberta Health Services and the Government of Alberta to help us keep our vulnerable residents, employees and medical staff safe.

Please be assured that during the COVID-19 pandemic situation, we will remain committed to working diligently in the provision of compassionate, quality care and support to all of our residents. If a concern were to arise with a resident's specific needs, involved family members will be informed immediately. With the above in mind, we ask for your cooperation and that you please trust that we are:

1. Working hard to minimize the risk of COVID-19 exposure to our vulnerable resident populations, inclusive of your loved ones, who are at extreme high risk of serious illness if exposed to COVID-19; and
2. Continuing to follow the constantly evolving and vital directives being provided to us on ongoing / daily basis by Alberta Health, Alberta Health Services and the Government of Alberta.

In closing, we encourage you to continue to visit the Intercare, [Alberta Health Services](#) and [Government of Alberta](#) websites for the updates, answers to questions and news releases. We thank you for your continued patience, support and understanding during these very challenging times.