



*Calgary Regional Office, 501 - 5920 Macleod Trail S.W., Calgary, Alberta T2H 0K2
Tel: 403-255-4969 Fax: 403-252-6591*

To: All Intercare Residents, Families and Other Visitors

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 15, 2020

Re: **COVID 19 – Access to All Care Homes Now Restricted to Essential Personnel Only**

Since issuing our latest communique on March 14, 2020, Alberta's Chief Medical Health Officer, Dr. Deena Hinshaw, has issued an additional directive regarding further visitation restrictions to Continuing Care homes that requires access to essential personnel only. In response, the additional care home access restrictions outlined below have now been put in place effective immediately at every Intercare site.

- Access to our care homes is now restricted until further notice to **ESSENTIAL PERSONNEL ONLY**.
- Essential personnel include staff, volunteers, students and mandatory community service partners (e.g. supply companies, EMS/Police/Fire, etc.).
- No family members or other visitors will be provided access EXCEPT in case of an urgent, exceptional, extenuating circumstance. Where this is the case, any involved family member wishing to request to visit under an extenuating circumstance must contact the applicable Site Administrator, Clinical Team Leader or their designate and successfully complete the "Screening Questionnaire" which will require "No" answers to all questions in order to be considered to have access to the site.

We understand and recognize that these additional restrictions on care home access will be very difficult for our family members to accept. However, it is essential that we continue to implement all additional precautionary measures as directed by the Government of Alberta and the Medical Officer of Health towards continuing our efforts to mitigate the risk of exposure to COVID 19 for our residents and staff.

Thank you for your understanding and cooperation.