

## COVID-19 – FREQUENTLY ASKED QUESTIONS (FAQ)

We are all feeling the stress and uncertainty of the COVID-19 crisis and are united in our collective fight against this pandemic. For Intercare, our number one priority remains our commitment to the safety of our residents and staff and our ability to continue providing essential care and services to over eight-hundred and fifty (850) residents and hospice patients who call one of our care centres home.

We are all being asked to make sacrifices and temporary changes to protect those most vulnerable to the virus, especially seniors and those with compromised health conditions. To help us safeguard and care for your loved ones during this difficult time, as well as our employees who are committed to taking care of all of our residents, it is imperative that we all work together. We need your on-going trust, support and cooperation as we take every precaution to keep our residents, families and employees safe.

One of the most effective things we can do is to share on-going updates. COVID-19 is a rapidly evolving crisis and information is evolving. Below are a number of frequently asked questions we have received from family members. We will continue to update this document as new questions arise and relevant information becomes available

### MONITORING AND PRECAUTIONS

#### How is Intercare monitoring the evolving COVID-19 situation?

We monitor all announcements from Alberta Health Service, the Government of Alberta and the Government of Canada on a daily basis and as new COVID-19 information is otherwise made available. This information, from reliable sources of fact and truth, is essential to understanding what is unfolding in our city, province and country and how we can best respond to maximize the safety and security of our residents and employees.

In addition, we regularly consult and meet with Alberta Health Services and other external stakeholders to discuss precautionary best practices and new developments.

Members of our Senior Leadership Team meet daily and as otherwise necessary to:

- ✓ Review clinical and non-clinical facility-based operations, protocols and staffing;
- ✓ Review and implement enhanced safety and risk mitigation strategies/protocols, as required;
- ✓ Review, monitor and respond to rapidly evolving and changing COVID-19 recommendations, guidelines, directives and developments.

Our care, service and leadership teams meet daily, and as otherwise may be necessary, to discuss any new COVID-19 developments and respond accordingly.

#### What precautions are in place at your care homes?

Intercare has implemented a number of precautions at all of our care homes, including:

- Following Alberta Health Services and the Chief Medical Officer of Health's public health safety directives as required for approval to enter/re-enter care homes and hospices:
  - ✓ Implementation of an online *Healthcare Worker Screening Questionnaire*; and
  - ✓ Implementation of a *Site Access Screening Questionnaire* and temperature checks.
- Cleaning protocols and surface disinfecting measures elevated to exceed routine requirements;

- Implementing alternate personal laundry processes/options until further notice. Families/loved ones who do personal laundry for residents must adhere to the alternate process/option and are asked to speak to the care home's Welcome Coordinator for further information;
- Limiting the packing and unpacking of all resident personal belongings during move in and move out to completion by Intercare staff **only** until further notice;
- Limiting the completion of all admission-related paperwork for new residents to the main reception or front administration area **only** at the care homes until further notice;
- Cancelling all recreational outings into the community for resident safety purposes until further notice; and
- Providing updates on community and visiting restrictions at Intercare care homes are posted on Intercare's website at: [www.intercarealberta.com](http://www.intercarealberta.com).

## **VISITORS AND CARE CENTRE ACCESSIBILITY**

### **What are Intercare's visitor guidelines?**

To reduce the risk of resident exposure to COVID-19, visitation restrictions are in place at this time at all Intercare's care homes.

At this time, family member/loved ones are precluded from visiting our care homes except in the extenuating circumstance whereby a LTC resident or hospice patient is deemed by their Care Team to be at end of life (imminently dying / passing away). In addition, and in accordance with requirements of the CMOH, entry/re-entry to the care homes and hospices require the successful completion of a *Site Access Screening Questionnaire*, including temperature check.

### **If I am worried about my loved one, can I visit?**

Visitation restrictions are in place at all Intercare's care homes at this time, until further notice. For the most up to date information regarding visiting restrictions, please visit Intercare's website at [www.intercarealberta.com](http://www.intercarealberta.com); or read our recent [Open Letter](#).

## **CHECKING IN ON A RESIDENT**

### **Who can I call if I want to enquire about my loved one who is living at one of Intercare's homes?**

If you have questions or concerns, please contact the applicable Site Administrator or Clinical Team Leader at the care home where your loved one is living.

Because we are managing a high number of calls to our offices, we ask that you please be patient if you are put on hold. Your call is important to us and will be answered as soon as possible.

**Chinook Care Centre:** 403-252-0141

**Brentwood Care Centre:** 403-289-2576

**Southwood Care Centre:** 403-252-1194

**Kingsland Terrace Supportive Living:** 403-291-0499

Access up-to-date information about COVID-19 is also available on our website at any time at: [www.intercarealberta.com](http://www.intercarealberta.com).

## **KEEPING RESIDENTS AND FAMILIES CONNECTED**

### **Are there ways that I can connect with my loved one?**

Yes! We encourage families to use **technology** such as Facebook, Facetime, Email, Text, WhatsApp and/or Zoom to stay connected with your loved one during this time. To assist, we have recently implemented a limited number of new iPads at our care centres that can be used to help family members connect with their loved ones. You are also welcome to phone your loved one to chat at any time.

## **UPDATES AND COMMUNICATION**

### **How will you communicate any updates or new developments?**

Intercare is committed to providing current, up-to-date information. This FAQ document will be updated on an on-going basis and posted to our website.

Please check our website at <https://www.intercarealberta.com> for more information and other important information links including: Alberta Health Services (AHS), the Government of Alberta, the Government of Canada and the World Health Organization (WHO).

### **Who can I contact at AHS with a question or concern?**

For general questions and concerns about continuing care and COVID-19 measures, please contact: [continuingcare@albertahealthservices.ca](mailto:continuingcare@albertahealthservices.ca).