



## Cove Guest Home

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December 1, 2020

Dear Family & Friends,

In our commitment to keeping you updated we would like to share some information regarding our plan on how we will deal with a positive COVID-19 resident.

As a province, we learned from the first wave that virus spread can be minimized by grouping nursing home residents who have COVID-19 away from residents who do not have COVID-19. This means that residents with active COVID-19 are cared for by a dedicated team in a specific area, with clear clinical and infection control guidelines, enhanced staffing, and all appropriate equipment and personal protective equipment (PPE).

Based on these learnings and expert medical advice, a regional model for COVID-19 care has been established for long-term care residents with active COVID-19.

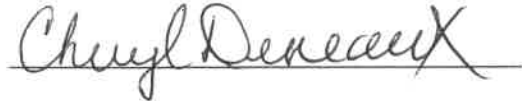
Six Regional Care Units (RCUs) will be established across the province to reduce and manage the spread of COVID-19. The Regional Care Units will:

- Reduce the risk of infection spreading to other residents by transferring those who test positive for COVID-19 to a dedicated unit
- Have dedicated staff who work only in the unit, and nowhere else in that or another facility
- Have clinical support available from Nova Scotia Health specialized services with experience in caring for patients with COVID-19
- Have the necessary equipment and supplies, including PPE, to safely and effectively care for residents with COVID-19
- Ensure that no unauthorized personnel or residents enter the designated care areas

As soon possible after a resident from our own facility is diagnosed with COVID-19, arrangements will be made for transfer to the nearest Regional Care Unit to receive care. This is located at the Cape Breton Regional Hospital. Residents will remain in the Regional Care Unit until they are no longer at risk of spreading the virus to others, which is usually about 10 days after symptoms started. They will then be transferred back to our facility. Should your loved one require transfer, we will work with you during the transfer process so that you know what is happening and who to contact at the Regional Care Unit for further updates.

We understand that these are uncertain times, and we want to assure you that we are taking every precaution to care for your loved one. The safety of our residents is our most important priority. Thank you for your patience and understanding.

Sincerely,

A handwritten signature in cursive script that reads "Cheryl Deveaux". The signature is written in black ink and is positioned above a thin horizontal line.

Cheryl Deveaux, CEO