



UPDATE FROM GENERATIONS CALGARY BOARD CHAIR --- COVID-19

July 6, 2020

To the Generations community and supporters:

I would like to take this opportunity to update you on developments at Generations Calgary related to COVID-19.

Three residents and seven staff have tested positive for COVID-19 over the past week at Generations. One resident is in hospital in stable condition and the other two are asymptomatic and in isolation at Generations. Four infected staff are asymptomatic at home in isolation, while three staff have minor symptoms and are also at home in isolation. Our prayers and thoughts are with all those who are affected and their families, for their health and well-being, and with the entire Generations community.

Generations Calgary is working closely with Alberta Health Services (AHS) and local public health officials to ensure that all health and safety protocols are in place to protect the residents, staff and community. The Medical Officer of Health for Calgary region (MOHC) has advised that there is low risk of transmission of COVID-19 to residents and staff. Additional health and safety measures put in place since the start of the outbreak, as per protocol, include increased cleaning of high-touch and resident spaces, limiting staff contact with residents, initiating protocols for contact and cohort tracing, limiting resident movement and interaction, delivery of all meals to rooms, and other measures. In collaboration with AHS, residents and staff will also undergo frequent on-site testing to monitor the situation and respond appropriately.

Our Generations team is saddened by these developments. Generations Calgary, through its care operator Park Place Seniors Living, provides high quality care to its residents, and has implemented preventative measures as well as complied with safety standards in accordance with provincial health authority guidelines related to mitigating the risk of transmission of COVID-19. Many of these measures were implemented ahead of health authority requirements based on best practice and learnings from other care facilities.

With the support of our care operator Park Place Seniors Living and the dedicated Generations Staff, all infection protocols continue to be followed to uphold the highest care and safety standards for all. It is noteworthy that following a recent assessment, the MOHC and AHS

Infection Prevention and Control Manager commented that Generations facility management is taking all necessary measures in meeting the required and recommended safety protocols.

I acknowledge the incredible dedication and hard work of the Generations staff for their commitment to prioritizing the well-being of our residents by delivering thoughtful, competent and exceptional care. I am grateful to Park Place Seniors Living for providing the day-to-day care operations at Generations. Park Place is an outstanding and well-established care operator and we are fortunate to have them operate Generations with their decades of skill and experience. To our residents and their families, for providing your incredible support, assistance, and co-operation, I extend my deepest appreciation.

We, at Generations, will continue to be in regular contact with the resident families as we work together to provide the highest standard of care.

These are trying times. The underlying ethic of Generations is one of compassion and dignity, rooted in the notion that we are, all of us, borne of a single soul. When one of our residents or staff members suffers, we all do. We pray for all those affected during the difficult times we find ourselves in.

Thank you for your continued support.

Mohamud Zaver,
Chair of the Board, Multi Generational Housing and Community Centre (Generations Calgary)