

# Memo



To: All Carewest Staff  
From: Executive Leadership Committee  
Date: March 24, 2020  
Re: **COVID-19 Updates – March 24, 2020**

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As information changes daily regarding the spread of COVID-19, so do processes, procedures, and expectations. Carewest is committed to keeping staff informed with regular updates. Here are some of the important things you need to know today:

- Carewest's Pandemic Response Plan was reviewed and updated and has been posted to Careweb. We are currently working through the plan and because of the evolving COVID-19 situation, the plan will evolve to capture our needs during the pandemic. The plan is posted under IP&C→Outbreaks→Pandemic Response Plan. If you have any questions about the plan, please e-mail [jeanine.kimura@ahs.ca](mailto:jeanine.kimura@ahs.ca)
- As we reported yesterday, Carewest had its first case of COVID-19 in a staff member at Carewest Glenmore Park. We are not alone, as Alberta sees new cases daily, reporting a total today of 358 confirmed cases around the province. [Alberta.ca](http://Alberta.ca) is where you can get the most up-to-date information about confirmed cases and their locations in the province, with a new interactive map on the [COVID-19 Stats page](#) on the Alberta Government website.
- Yesterday, we rolled out tighter restrictions on those deemed to be "essential visitors" in tandem with Alberta Health Services. The tighter restrictions limit visits to only one, single essential visitor at a time per client in our care centres.
- Yesterday, AHS launched the [Text4Hope program](#), which aims to help provide encouragement and hope to Albertans. Text4Hope sends subscribers text messages of support in the hope of easing stress or anxiety. Albertans can text **COVID19HOPE** to **393939** to subscribe, and they'll receive daily text messages on how to focus on healthy thinking or receive advice and encouragement helpful in developing personal coping skills and resiliency. The messages are written by mental health therapists and the free service provides a three-month subscription.
- Carewrite will be distributed electronically this quarter and will be e-mailed to all staff, posted online and we will be providing a cover sheet to leave in areas where residents and clients would typically find the issue, directing them to the website. This is to reduce the risk of virus transmission via distribution of paper goods to the sites and as well, it allows us to continue populating the issue with the most up-to-date information right until the time we send it out.

These are stressful times, especially in healthcare settings. As we go about our daily work, which for so many has changed dramatically in the last few weeks, it's important to continue to be kind to yourself and each other.

"When this ends, may we find we have become more like the people we wanted to be, we were called to be, we hoped to be, and may we stay that way – better for each other, because of the worst."

~ Laura Kelly Fanucci, author

Sincerely,

**Carewest Executive Leadership Committee**