

## **Statement from The Brenda Strafford Foundation**

April 24, 2020

The Brenda Strafford Foundation, and the continuing care industry as a whole, is facing unprecedented challenging times in the face of the COVID-19 global pandemic.

Continuing care centres across the country have, unfortunately, become the epicentre for the tragic impact of COVID-19 in Canada. There are currently over 800 care centres in Canada in some form of outbreak, with 29 outbreaks at continuing care homes in Alberta including 24 within the Calgary zone.

Despite our best efforts for prevention, The Brenda Strafford Foundation is no exception to these numbers. Three of our four sites throughout Calgary and Okotoks are currently affected by an outbreak.

The COVID-19 outbreaks at two of The Foundation's affected sites – Bow View Manor and Tudor Manor – have been limited to confirmed cases within staff members only. There are no confirmed cases in residents at these two sites.

The most significantly impacted site in outbreak within The Foundation is Clifton Manor that was confirmed to be in outbreak on April 8, when the first positive cases of COVID-19 were confirmed in two residents on that day. Since that time, despite thorough preparedness, immediate action and a comprehensive containment plan, Clifton Manor has reported confirmed cases in 25 residents and 12 staff members (including six Foundation employees in the care team, and six Aramark kitchen employees).

All positive cases in residents at Clifton Manor have been from residents on the same neighbourhood within the Manor. Fortunately, there has been no further spread in residents throughout the rest of the building, thanks to The Foundation's containment measures. However, as a result of asymptomatic transmission, a significant amount of spread was unfortunately able to occur within the affected neighbourhood, undetected, before any symptoms presented enabling the occurrence of the highly contagious virus to first become known. This has had significant consequences within the affected neighbourhood where the outbreak occurred.

As seniors in continuing care, often with chronic health conditions, we know our residents are at higher risk of serious illness from exposure to COVID-19 and respiratory illnesses. The unfortunate reality associated with COVID-19 in continuing care sites is that there is a distressingly high fatality rate (over 33 percent).

We are deeply saddened that at Clifton Manor, six residents have passed away as a result of succumbing to illnesses related to COVID-19. We extend our most sincere condolences to the families and loved ones of these residents, to all those that knew them, and to the residents and staff at Clifton Manor who lived with them and cared for them.

I want to take this opportunity to reassure these families, and all of our families, residents and staff at Clifton Manor, and our broader community, that these high case rates at Clifton Manor, and subsequent fatality rates, are not in any way a reflection of a poor standard of care. It is the unfortunate consequence of a highly contagious and hostile virus in a susceptible population. The care provided at Clifton Manor, even during these most challenging of times, continues to be exemplary.

Throughout these exceptionally difficult circumstances, the entire team at Clifton Manor, from the healthcare and support workers on the frontlines to the management and leadership team, have continued to respond with resilience, dedication and compassion to provide the best possible care and services to all residents at Clifton Manor. This has been evidenced in the care and comfort provided for residents affected by a positive

case of COVID-19, for residents within the area affected by the outbreak, and for residents throughout all of Clifton Manor.

As always, The Brenda Strafford Foundation welcomes support in the form of inspections, recommendations and guidance from governing bodies including Alberta Health and Alberta Health Services (AHS), and we see these as opportunities for continuous quality improvement.

Now is no different. In fact, it is arguably even more critical now to identify any potential areas for improvement to better serve our residents and employees, and ensure we are employing best practices to protect the health and safety of everyone that lives and works within our site.

That is why The Foundation and Clifton Manor have worked closely with teams from AHS' Medical Officer of Health, Continuing Care, Public Health and IPC departments in our preparations for this pandemic, and since the outset of the outbreak at Clifton Manor. AHS have continued to provide expert advice and oversight of critical Continuing Care standards and IPC controls through on-site inspections and other supports at Clifton Manor, and at our other sites within The Foundation. This serves to provide assurance of the quality of care, services and practices in place at Clifton Manor, and throughout all of The Foundation's sites, at this time of heightened risk and concern.

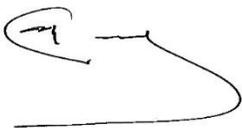
I would like to acknowledge the continued dedication, compassion and responsiveness of all our employees and leadership at Clifton Manor, and throughout The Foundation, during this challenging situation we are all facing. I would also like to acknowledge the ongoing resilience, understanding and support of our residents and families at Clifton Manor, and again throughout all of our sites, at this difficult time for everyone.

On behalf of The Foundation, I extend best wishes to every resident, family and staff member affected in any way by this virus. Once again, I extend deepest sympathies to the families and all those affected by the loss of a loved one at Clifton Manor.

I assure you that The Brenda Strafford Foundation remains steadfastly focused on providing the best possible care and services to all of our residents and families.

Thank you for your ongoing patience, understanding and support during this difficult time for us all.

Sincerely,



**Mike Conroy**  
**President and CEO**

