

April 3, 2020

Dear Alavida Resident, Family & Staff

The outbreak of COVID-19, the illness caused by the novel coronavirus, is a significant challenge for the entire world.

Alavida Lifestyles has created the infrastructure to respond to the public health threats of the virus, and is well prepared to act - in accordance with Health Canada guidelines - to minimize the health and social impacts on our staff, residents and communities.

While Alavida has been focusing on managing the risks associated with COVID-19, it has also been undertaking coordinated planning to prepare for possible broader transmission of the virus, and to mitigate the impacts.

Currently Alavida has two communities listed on the Public Health Outbreak Reporting List.

**The Promenades Retirement Residence** is currently on outbreak, it is with great sadness we announce the passing of two residents in the past week. Our thoughts and prayers are with their families during this extremely tough time. Currently we have had a total of 4 positive residents tests and 2 negative tests at public health. We have one resident, who tested positive, public health has deemed recovered as well. We have experienced no residents with new symptoms since March 30<sup>th</sup>.

**Park Place Retirement Residence** is currently on outbreak due to an outside care provider who has tested positive and was previously in the building. No residents or staff are exhibiting symptoms. We are monitoring closely every resident who has been in contact with that provider and are currently on day nine of their quarantine.

**Ravines Retirement and Senior Suites, Park Place Senior Suites and Promenades Senior Suites**, are not experiencing an outbreak, however, have all gone into self-isolation as a precautionary measure to ensure we are taking every step to keep our residents, staff and care providers safe and healthy.

To support these efforts, the corporate Alavida team has convened an **Incident Response Group on coronavirus**, which has been meeting via phone conference since March 18, 2020. The committee meets every morning 7 days a week to ensure our communities leadership, coordination, and preparedness to limit the health, and social impacts of the virus on our residents.

We recognize how hard it is as a family member to be removed and unable to visit your loved one. We appreciate all of you for taking the proper steps to protect your family. Each home has the recreation staff working with residents to facilitate communication with families via Skype, Facetime and other modes of communication. Please don't hesitate to reach out to set up a call with your designated community.

**PARK PLACE** 

110-120 Central Park Drive  
Ottawa, ON K2C 4G3  
613.727.2773

**PROMENADE** 

110 Rossignol Drive  
Orléans, ON K4A 0N2  
613.451.1414

**RAVINES** 

626-636 Prado Private  
Ottawa, ON K2E 0B3  
613.288.7900

General Managers are in regular communication with the families, residents and staff members of each community, should you not be receiving this information please contact the administration to provide your email address.

Our number one focus each day is the safety and security of our residents and staff members. We would like to thank our staff members who continue to show up each day and provide excellent care and service to our residents. And thank you to the family members for maintaining contact, providing feedback and working with us through these unprecedented times.

Sincerely,

Alavida Lifestyles

## PARK PLACE

110-120 Central Park Drive  
Ottawa, ON K2C 4G3  
613.727.2773

## PROMENADE

110 Rossignol Drive  
Orléans, ON K4A 0N2  
613.451.1414

## RAVINES

626-636 Prado Private  
Ottawa, ON K2E 0B3  
613.288.7900