

April 6, 2020

Dear Alavida Resident, Family & Staff

As we move into a new week of the COVID pandemic, we want to thank all of our residents, staff and family members for their care, understanding and cooperation during this time. We understand that being apart from your loved ones is difficult. We have seen many creative family members over the past days finding ways to interact from a distance with our residents, thank you for continuing to respect the need for distancing while finding ways to connect.

Many residents receive essential supplies from family members on a regular basis. Please ensure that if you need to drop items off that you call ahead and a staff member will ensure to meet you and deliver to the resident's room. Should you be unable to make a delivery, each home has ample supply of essential items in their tuck shop, as well as access to our service providers who can make deliveries of supplies. Please contact management to make arrangements as needed.

Currently we have two Communities that remain on the Public Health Outbreak List, **Park Place Retirement and Promenades Retirement. Ravines Retirement & Senior Suites, Park Place Senior Suites and Promenades Senior Suites** all continue taking precautionary actions to avoid the possibility of an outbreak situation. Staff at all communities are working to ensure that spirits are kept up and that we are finding meaningful ways to interact during isolation.

Staff in all communities training daily on infection control measures to ensure it is top of mind. Our number one priority remains the health and safety of our residents and staff members.

Thank you for your continued support,

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