

April 17, 2020

Dear Alavida Resident, Family & Staff

As we close another week, I would like to take this opportunity to thank you all for your continued support and understanding. Over the past few weeks, the landscape of retirement homes has changes quite a bit. With the COVID-19 pandemic continuing to grow in our province, Alavida is concentrating on keeping our residents and staff members safe and healthy.

We continue to experience an Outbreak at Promenades Retirement, the team there are working hard to contain the spread. Ravines and Park Place campuses are still taking precautionary measures to keep illness out of those communities.

Ongoing and new initiatives taking place at Alavida Communities include:

- Active screening of all residents and staff members
- Restricting staff members to only one work location
- Staff wearing masks for duration of shifts
- Room to room meal service to enforce social distancing.
- Consistent PPE procurement to ensure stocks remain in place
- Handwashing training and infection control review on a daily basis

Directives under the Health Promotion and Protection Act are regularly changing and being updated to meet the current demands of Long-Term Care and Retirement Homes. Today they revised the essential visitor restriction to read:

- **Managing Essential Visitors.** Long-term care homes must be closed to visitors, except for essential visitors. Essential visitors include a person performing essential support services (e.g. food delivery, phlebotomy testing, maintenance, family or volunteers providing care services and other health care services required to maintain good health) or a person visiting a very ill or palliative resident. If an essential visitor is admitted to the home, the following steps must be taken: 1. The essential visitor must be screened on entry for symptoms of COVID-19, including temperature checks and not admitted if they show any symptoms of COVID-19. 2. The essential visitor must also attest to not be experiencing any of the typical and atypical symptoms. The essential visitor must only visit the one resident they are intending to visit, and no other resident. 3. The essential visitor must wear a mask while visiting a resident that does not have COVID-19. 4. For any essential visitor in contact with a resident who has COVID-19, appropriate PPE should be worn in accordance with Directive #1.

Please note that after consultation with RHRA we would like to clarify that the retirement home is responsible to determine if a family or volunteer is **required** to maintain good health. At this point all Alavida Homes are fully staffed and contingency plans have been put in place for the possibly of limited staff availability. Should the retirement home require assistance, families will be notified immediately.

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

As a reminder, although we can appreciate that it is tough to be separated from your loved ones during this time please remember that all measures currently being taken are to go through this pandemic in the safest way possible while saving lives and keeping our residents and staff healthy. We will ensure to keep families posted on any developments as they arise.

Once again thank you for your cooperation as we navigate through this challenging time. We hope that you and your family are safe and healthy. Take care.

Sincerely,

Alavida Lifestyles

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