

November 2, 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 an infrastructure to continuously improve and 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.

Currently Alavida has two communities listed on the Public Health Outbreak Reporting List. **Please see below update on the current situation:**

Park Place Retirement Residence are currently on outbreak due to 4 new cases, 2 residents (located on the 2nd and the 4th floor) and 2 staff members testing positive. We are also very sad to announce the sudden passing away of a dear resident over the weekend, whom also tested positive. No conclusions on cause have been made yet and our hearts go out to family, friends and neighbours. The Retirement Residence will be quarantined until November 15th. All Retirement Residence residents will be tested on Friday November 6th and the staff will be tested on November 3rd as per Public Health Guidelines. **Park Place Seniors' Suites** will be off quarantine on Wednesday November 4th and residents will be able to leave their rooms on November 5th. All Seniors' Suites staff will be tested on Wednesday November 4th as per Public Health Guidelines. Both buildings will continue to isolate from each other until November 15th.

Ravines Retirement Residence is now currently on outbreak due to a staff member testing positive. All residents are isolated to their suites and meals are being delivered to the rooms. As per Public Health Guidelines, the staff were tested on Friday October 30th and on November 1, 2020. Some residents were tested on November 1, 2020, the remainder will be tested on November 5th. Staff will continue to be tested on a bi-weekly basis. All of the residents have received their flu shots. **Ravines Seniors' Suites** is not on outbreak.

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

The Promenade Seniors' Suites & Retirement Residence are currently not on outbreak. We did however conclude an outbreak effective October 14th which included a positive test result from a staff member. Fortunately there were no further positive cases including residents or staff members. Our flu shot clinic is currently underway.

Please take note of our **UPDATED VISITOR & ABSENCES POLICY** as per Tuesday, October 13th, 2020. This new directive Ottawa falls under the HIGH ALERT status.

GENERAL VISITORS:

General visitors are no longer permitted into our residences. Only essential visitors are allowed to enter the building.

ESSENTIAL VISITORS:

Only support workers (Alavida employees or other workers providing essential services), and caregivers are permitted to enter/visit the building at this time.

A caregiver is a type of essential visitor who is designated by the resident and/or their substitute decision-maker and visits to provide direct care to the resident (e.g., supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making).

Residents can designate two caregivers with reception. Only one caregiver is permitted to enter the building at a time. All visits must be booked with reception.

ABSENCES:

Residents are no longer permitted to leave the building for trips or visits for longer than twelve hours or overnight stays. Residents are only permitted to leave the building for essential trips or appointments.

Our team is dedicated to ensuring the safety and wellbeing of our residents and staff and we have put in place additional measures to help mitigate risks and promote a healthy lifestyle.

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- The corporate Alavida team has convened an Incident Response Group on coronavirus, which has been meeting daily via phone conference since March 18, 2020. Our goal is to strengthen our communities' leadership, coordination, and preparedness to limit the health, and social impacts of the virus on our residents.
- All of our residences conduct bi-weekly volunteer staff COVID-19 testing and we are happy to report near 100% compliance.
- Extra care is given in educating and updating residents in each home on safety measures as well as performing audits and reviews.
- We are monitoring our PPE (personal protection equipment) levels on a weekly basis and ensuring that minimal supplies are on hand in each home and stored at head office as a proactive measure in case of widespread.
- Each home has the recreation staff working with residents to facilitate communication with families via Skype, Facetime, Zoom and other modes of communication. Please don't hesitate to reach out to set up a call with your designated community.
- Wellbeing activities such as doorway exercises on each floor and scheduled walks are being created to maintain a healthy lifestyle.

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. 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.

Stay Strong & Safe,

Alavida Lifestyles

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