

December 11, 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 no communities listed on the Public Health Outbreak Reporting List. **Please see below update on the current situation:**

Park Place Retirement Residence and **Park Place Senior Suites** are currently not on outbreak. Bi-weekly staff testing is being held on December 16th. All of the residents have received their flu vaccines.

Ravines Retirement Residence is currently not on outbreak. Bi-weekly staff testing is being held on December 14th. All of the residents have received their flu vaccines.

The Promenade Seniors' Suites & Retirement Residence are currently not on outbreak. Bi-weekly staff testing is being held on December 17th. All of the residents have received their flu vaccines.

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.

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

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.

- 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

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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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