

January 15, 2021

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:**

Ravines **Retirement Residence** and Ravines **Senior Suites** is currently on a suspected outbreak and awaiting Ottawa Public Health to come in before declaring a full outbreak. Residents will be receiving all the meals in their suites until further notice. Weekly COVID testing was completed on Wednesday, January 13, 2021. Vaccinations for staff and essential caregivers are ongoing. All of their vaccination consent forms are complete; currently awaiting direction from Ottawa Public Health for vaccination dates for Residents.

Park Place **Retirement Residence** and Park Place **Senior Suites** are currently not on outbreak. Weekly COVID testing was conducted on Thursday, January 14. Vaccinations for staff and essential caregivers are ongoing. Resident vaccination consent forms are being completed in anticipation of residents receiving the vaccination; currently awaiting direction from Ottawa Public Health.

Promenade **Retirement Residence** and Promenade **Seniors' Suites** are currently not on outbreak. Weekly COVID testing is being conducted today - Friday, January 15. Vaccinations are beginning for staff. Resident vaccination consent forms are being completed in anticipation of residents receiving the vaccination; currently awaiting direction from Ottawa Public Health.

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

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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 and Safe,

Alavida Lifestyles

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