

December 31, 2021

Dear Alavida Resident, Family & Staff

It is with heavy hearts that we must report that due to the increased cases in Ontario in the wake of the new Omicron variant of Covid-19, we have been given new guidelines on how to keep our communities safe. We know this is hard news for everyone to hear, especially during the holiday season. We appreciate the hard work of our associates, residents, and family members in continuing to keep our Alavida communities safe and thriving.

Currently Alavida Lifestyles has two communities on suspect outbreak and under review by Ottawa Public Health: Park Place Retirement Residences and Promenade Retirement Residences and Seniors' Suites. Ravines Retirement Residence has been officially declared on outbreak. The below guidelines have been put in place for these homes only.

- Residents will be receiving all the meals in their suites and activities have been cancelled or replaced with virtual formats until further notice.
- Underground access between Senior Suites and Retirement Residences has been restricted until further notice. Spouses who wish to have access will need to be screened and provide a negative rapid test result before entry.
- Once a positive PCR test result is detected, all residents that had direct or prolonged contact with the individual will be tested for COVID-19. We will prioritize residents that demonstrate symptoms.
- Outbreak protocol has been activated across all homes.
- All staff, vendors, and essential visitors must be actively screened upon entry to the homes. If they have a positive rapid test or any symptoms, they will be denied access to the homes.
- Residents will be screened for temperature and symptoms twice daily.



PARK PLACE



PROMENADE



RAVINES

# ALAVIDA LIFESTYLES

*Your Life, Our Passion*

*Seniors' Suites & Retirement Residence*

Each resident will be allowed two (2) essential care givers to visit but will be required to wear full PPE including mask, face shields and gowns. These visitors, upon passing screening and providing a negative rapid test result, will go to and from the residents suite not stopping in any common areas and will remain in full PPE for the duration of the visit. There are no other visitors permitted at this time. All other potential visits will need to be approved the General Manager. Please reach out so we can discuss the specific situation. It is recommended caregivers ONLY visit if its absolutely necessary.

Social outings with family and any other non essential appointments are not permitted at this time. Residents are still permitted to attend urgent medical appointments but prior to the appointment please contact the clinic/doctors office ahead of time to inform them of the status of each home as they may need to reschedule. We will need to arrange transportation which can be done though reception.

Please note that these guidelines are subject to change based on changing Public Health measures.

Thank you for your understanding in this situation. We so appreciate the perseverance of our residents, families, friends, and associates. If you have any questions, concerns, or would like clarification on any of these new guidelines, please don't hesitate to reach out to the General Manager at your home.

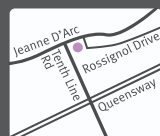
We wish you a safe and happy new year.

Sincere Regards,

The Alavida Team



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