



Perley Rideau

The Perley and Rideau
Veterans' Health Centre



Weekly Tenant Update

March 25, 2020

As you are aware, Public Health recommendations are changing rapidly. Precautions are being put in place in order to minimize the risk of transmission of the Covid-19 virus. With this in mind, we have decided to stop the monthly Tenant News and Activity Calendar and instead move to weekly updates which will be distributed to all of our tenants to ensure you have the latest information at your finger tips. We will not be giving out monthly activity calendars for April since most activities have been cancelled until at least April 30th.

Access to the 1750 building of the Village continues to be closed to tenants and visitors and will remain this way until at least April 20th.

Office staff will continue to provide daily delivery service from Monday – Friday for tenants who have an active account with the Perley pharmacy. Please note that medication pickup occurs around 1:30pm daily. If you need a prescription renewed, please contact the pharmacy before 10am for same day delivery. If you call after 10am, your medication will be delivered to you the next business day. If you have a new prescription that you need filled at the pharmacy, please contact us in the office for assistance.

Many of you have inquired about locking the doors at 1720 and 1780 Russell Rd. At this time, we recognize that some essential visits need to continue for some of our tenants to receive



the care and support that they need daily. Although we are not locking down the apartment buildings, we have the following expectations of our tenants and visitors:

1. All tenants should refrain from leaving the apartment building unless absolutely necessary. As you are aware, Ottawa is now under a state of emergency and the government strongly discourages the public from leaving their home.
2. Visitors should limit their visits to loved ones to **essential visits only**. We ask that you care from a distance, increase phone calls with your loved one and visit virtually where possible. Family members can continue to deliver supplies and/or groceries to their loved ones if needed but should continue to self-screen using the following questions:
 - a. Do you have any of the following symptoms: fever/feverish, new or existing cough and difficulty breathing?
 - b. Have you traveled internationally within the last 14 days (outside of Canada)?

This restriction includes travel to the U.S.

- c. Have you had close contact with a confirmed or probable COVID-19 case?
- d. Have you had close contact with a person with acute respiratory illness who has been outside Canada in the last 14 days?

If you answer **yes** to any of these questions, please do not enter the building and contact the office if you need assistance for your loved one.

3. We strongly recommend for tenants to meet their loved ones at the front door of the building to get their groceries as opposed to having family members come to their apartments. Wash your hands or use hand sanitizer before exchanging groceries and wash them again when you return to your apartment. Minimize physical contact with anyone as much as possible.
4. Meals continue to be offered in a dining room setting for those who are signed up for the meal plan. Tenants who are on the meal plan have the option of picking up their meal and bringing it to their apartment if they are uncomfortable with eating in a common area. If you are interested in signing up for the meal plan, please contact Lisa Mallin at 613-526-7170 ext. 2009.



5. Some tenants continue to gather for tea and coffee socials and exercise class. We have put additional cleaning solution to be used before and after all small gatherings. Hand sanitizer has also been placed in all common areas of the building. We encourage social distancing during these gatherings per Public Health recommendations.
6. When using the elevator, we suggest not having more than 4 people in the elevator at one time to allow for proper spacing. One person should stand in each corner of the elevator. If there are already 4 people in the elevator, please wait for the next one. We need to respect each other's space.
7. For all clients on the Assisted Living Program, please note that we are doing our best to continue providing your usual visits. We have been faced with some staff shortages and anticipate that this could continue over the next several weeks. Some visits may be cancelled or times changed at the last minute. We will continue to do our absolute best to ensure that all essential services are met. If you do not need some of your services, please contact us to let us know as this will save us from cancelling other services if not necessary.
8. All tenants are asked to contact the office immediately and self-isolate if you show any flu-like symptoms such as a new cough, fever or body aches.

We have put together a list of available delivery services in the Ottawa area for groceries. These services can be used if family members are not able to assist with grocery shopping. Again, we strongly recommend that tenants refrain from going out to grocery stores themselves. If you need help to setup any of these grocery services or if you need help with getting on the internet, please let us know and we will do our best to assist.

1. Instacart – This is an online shopping and delivery tool that is accessible through an App on your computer, tablet or smart phone. It will allow you to choose the grocery store of your choice, complete your shopping online and pay with your credit card. A delivery person will deliver your order to your door, usually the same day. A delivery fee will apply.
2. Inabuggy – Very similar to Instacart. The user must download an App or go online to complete their order. This service also provides alcohol delivery in as little as an hour.



3. Loblaws – Offers delivery in our area, powered by Instacart. You can place your order on the Loblaws website and they will arrange the delivery for you.
4. Meals on Wheels – A delivery service of frozen meals for seniors. You can find more information or place your order online at <https://www.mealsonwheels-ottawa.org/> or by calling 613-233-2424
5. Heart to Home Meals – Offers a variety of ready to heat frozen meals which can be delivered right to your door. You can find more information or place your order online at <https://www.hearttohomemeals.ca> or by telephone at 1 800-786-6113.

All delivery services offer a comments section where you can ask your delivery person to meet you in the lobby upon arrival if you do not want them to come to your apartment door.

Family members can also help with online grocery shopping from their own home and request delivery to their loved one here!

If you are interested in this service but don't have a computer, smartphone or tablet, please contact the office for options. You will also need internet services which we can provide on a short-term basis for this purpose.

Please continue to call the office if you need support. We are here to help!