



Perley Rideau

The Perley and Rideau  
Veterans' Health Centre



## Weekly Tenant Update

April 16, 2020

You may have heard in the news that there has been a positive test of Covid-19 in the Perley Rideau community. Please see communication sent out by our Director of Communication late yesterday evening:

*The Perley and Rideau Veterans' Health Centre has received confirmation of a positive test result for COVID-19 from an RPN working on Ottawa 1 East, in the Long-Term Care Facility.*

*The RPN's last shift at Perley Rideau was a day shift on April 14.*

*The staff member is currently self-isolating at home and experiencing mild symptoms. We wish the individual a speedy recovery.*

*We are working with Ottawa Public Health to take the appropriate steps to keep residents and staff safe.*

*As a precautionary measure:*

- *All staff who potentially worked with the affected staff member between April 13 and April 14 have been contacted and informed of this positive test;*
- *Those in close contact with the individual must undergo immediate testing at Ottawa Public Health's COVID-19 Assessment Centre; and*
- *Have been directed to stay home while awaiting test results.*



We would like to take this opportunity to reassure all of you that the risk of transmission to the Perley Rideau community from this case remains very low. The staff member in question was wearing a mask while onsite and remained asymptomatic up to and including during the last shift in the Long-Term Care facility.

No Assisted Living staff members and/or tenants have come in contact with this individual.

The Perley Rideau has implemented the following precautions since the start of the Pandemic in an effort to keep all of you safe:

- All staff members are screened prior to the start of their shift as well as at the end of their shift.
- All staff members are wearing masks when providing care to clients or coming into close contact with other staff members and/or clients/tenants. This minimizes the chance of spreading the virus if staff are infected but asymptomatic.
- All Perley staff that worked for more than one employer prior to the Pandemic were directed to choose one employer for the duration of the Pandemic as directed by the emergency order from government. This measure was put in place to reduce the risk of transmission from one health care provider to another.

If you have any questions or concerns about the positive COVID-19 test result, please do not hesitate to contact us.

On a more positive note, we are pleased to announce that our onsite grocery service from the cafeteria is now available. Please see attached for the price list of items available. While it is not possible for us to offer all items you would find in a grocery store, we are looking for feedback from you on common items that you would like to see added to the list. We will be revising the list weekly to add popular items.

If you wish to place an order, please contact Lisa at 613-526-7170 ext. 2009. Please allow 48 hours for delivery of your items. Delivery will take place from Monday to Friday only. No delivery will be available on statutory holidays.

### Payment

All orders will be tallied and billed at the end of the month along with your monthly rent. Payment will be the same as your regular rent method of payment. For example, if you are registered for a pre-authorized payment for your rent, your grocery orders will be added to the amount debited at the end of the month. If you normally pay your rent by cheque, we would ask you to provide an additional cheque for the amount of your grocery order directly to the office by the end of the month. We are not accepting cash payment at this time and ask



that you do not pay or tip the delivery person. You will be asked to sign the order form with the amount that you will be billed upon delivery of your order.

We welcome all feedback from you about this new service!

For building B tenants only

As you are likely aware, we have moved our daily shift change of ALS staff to the bld. B office during the Pandemic. This was put in place in an effort to reduce traffic at the main entrance of the building where staff screening is taking place. Shift change takes place at 7am, 3pm and 11pm daily. We would ask all tenants to avoid the lobby area including the benches located immediately at the entrance of the building when the ALS staff are present for shift change. For example, we would ask tenants to avoid the lobby area between 2:45pm – 3:15pm daily. This will help us to ensure proper social distancing protocols.

We thank you for your cooperation with this request.

Finally, we would like to take this opportunity to thank all tenants that have been working hard to respect all recommendations put in place by Public Health. We understand that this is a difficult time for everyone and we sincerely appreciate all of your efforts to follow the rules and regulations to help us in keeping our Perley community safe.

A few reminders:

- Practice good hand hygiene. Wash your hands frequently and thoroughly. Avoid touching your face, nose, mouth and eyes. This is the best defence you have to minimize your risk of contracting the COVID-19 virus.
- Respect social distancing rules. Always keep a distance of 2 meters or more with all individuals that do not reside with you. Family visits to the apartments should be restricted only to essential visits and kept as short as possible. As difficult as it is, refrain from hugging or kissing your loved ones when they visit. Caring from a distance is the best way to keep our seniors safe!

We will get through this by all working together! Keep in mind, we are here to support you so please don't hesitate to contact us if you need anything.