



Weekly Tenant Update

April 24, 2020

Please read the following announcement from our Director of Communications

The Perley and Rideau Veterans' Health Centre today received confirmation of positive COVID-19 test results for four staff members. This brings the total number of staff testing positive for the virus to 13.

There are no new positive test results for residents. To date, five residents have tested positive for the virus and have been moved to the 20-bed isolation unit in the Ottawa Building.

All staff members are experiencing mild symptoms and self-isolating at home. We wish all of them a speedy and full recovery.

The Perley Rideau remains on a facility-wide outbreak and following guidance from the Ministry of Health, the Ministry of Long-Term Care, Public Health Ontario and Ottawa Public Health.

The Perley Rideau has completed testing of all residents and expects to complete staff testing before the end of the week.

Summary of testing and results (as of Noon, April 23):

- Resident tests: 424
- Staff tests: 814
- Resident positive test results: 6
- Staff positive test results: 13

Perley Rideau continues to maintain open and transparent communications with staff, residents and families as test results are received.



Many measures have been taken to protect residents and staff including:

1. *Ongoing universal testing;*
2. *Updated practice for donning and doffing PPE;*
3. *Contact tracing for all individuals testing positive for COVID-19;*
4. *Twice-daily active screening of residents and staff;*
5. *Universal procedural masking for all staff;*
6. *Additional housekeeping support focused on high-touch surfaces;*
7. *Restricted staff movement between buildings and on units;*
8. *Closure of all staff lounges to create dedicated areas for staff to perform donning and doffing of PPE.*

Our Command Centre Team gathers daily to confront the spread of this virus. We are also working to find creative solutions, including ensuring a continued supply of personal protective equipment.

Please note that there are no positive cases of COVID-19 in either of the apartment buildings for tenants and staff to date.

Testing is only available for residents of the Long-Term Care facility and all staff members of the Perley Rideau. It is not available to tenants of the apartment buildings at this time.

In light of the recent positive cases of COVID-19 in the Long-Term care facility, we have decided to put the following precautions in place for the apartment buildings.

- Housekeeping services provided on a private pay basis to tenants will be put on hold until further notice. The private pay housekeeper works the majority of the week in the Long-Term Care facility, therefore will not be coming to provide tenants with housekeeping services until further notice. All tenants affected by this change have been contacted and alternate arrangements have been offered as needed. Please note that this does not affect tenants receiving housekeeping services through the Assisted Living Program.
- Only urgent maintenance issues will be addressed until further. This is to minimize maintenance staff movements between the Long-Term Care facility and the seniors' apartments. Please continue to place your maintenance requests with the office. The requests will be entered in the system and addressed on a priority basis. Urgent requests will be addressed immediately. All other requests will be on hold for the time being. All semi-annual apartment inspections have also been put on hold for the moment.

We are very happy to announce that we have managed to obtain a number of donated cloth masks for tenant use. Each tenant of the Perley Rideau Seniors Village residing in the independent apartments will be entitled to receiving one cloth mask. Please note that these masks **MUST** be washed on a regular basis. Wearing a dirty or soiled mask will cause you to be



sick so please make sure to wash it every day. The cloth masks can be washed in your regular washing machine with clothes or linens.

Studio apartment tenants will not be provided with their own mask but can borrow one from the PSW office on their floor as needed and return it after use to be properly washed. Always wash your hands before putting the mask on and wash again before removing it.

Instructions when using your mask

1. Wash your hands thoroughly
2. Put the clean mask on
3. Keep the clean mask on at all times when out of your apartment
4. Wash your hands again when you are ready to remove the mask
5. Put the mask with soiled items ready to be washed in your washing machine
6. The mask should be washed each day that it is being used
7. There is no need to wear the mask when you are in your apartment unless you have visitors present.

Canada Post has contacted us to share a concern with tenants not respecting social distancing rules when the post lady comes to deliver mail every day. We ask that ALL tenants refrain from heading to the lobby to get their mail when they see the Canada Post truck drive up. Please allow sufficient time for the delivery person to complete the mail delivery and leave the building before heading out to get your mail. We appreciate your cooperation to keep everyone safe!

More grocery delivery options available!

Bag Half Full YOW

We are a free grocery delivery service designed to bridge the gap of accessibility during the COVID-19 pandemic. Operated by medical students from the University of Ottawa, our mission is to help promote community health and protect vulnerable populations during these uncertain times.

This service is to serve the sick, elderly, self-isolating, and immunocompromised with limited ability to go out for groceries. Our volunteers (with police and background checks) are available to pickup and drop off groceries and prescriptions to those in need. Delivery and payment are contactless to help protect all parties and mitigate the spread of COVID-19.



Families or individuals unable to leave their house for groceries or prescriptions have two options:

1. Place an online order with one of the major grocery stores, OR
2. Provide 'Bag Half Full' with a detailed grocery list and one of our volunteers will do the shopping

There is no delivery or service fee. You can pay for your groceries via e-transfer, cash or cheque. We aim to have groceries delivered within 48 hours of us receiving the form. If you are unable to fill out this form online, please call 613-863-5598 or 613-558-0229

Website: <https://www.baghalffull.com>

Support us here: gf.me/u/xw7pka

Cafeteria orders – New items available!

Reminder that our onsite cafeteria is also offering grocery items which can be delivered right to your door by our very own Perley Rideau staff members. Please see the attached order form for a list of all available items.