



Weekly Tenant Update

May 8, 2020

COVID-19 Update from the Director of Communications

There have been no new positive test results for COVID-19 among residents of the Long Term Care Facility or staff since May 3rd.

Of the 34 staff members who have tested positive for COVID-19, eight have completed the required protocols and returned to work. Twenty-nine staff members continue to self-isolate at home. We wish each of them a full recovery and we look forward to welcoming them back to the Perley Rideau community.

During this pandemic, 20 residents have tested positive for COVID-19 and seven have passed away. Not all the deaths can be attributed to the virus. There are 13 residents receiving enhanced care in the Ottawa building's isolation unit. We are hopeful that we will have good news about these residents to share tomorrow.

As part of an aggressive outbreak management program, a mass testing campaign was launched to detect the virus and identify those who have the virus including those who are not exhibiting symptoms. To date, there have been more than 1780 tests for COVID-19 on residents and staff.

The Command Centre Team meets daily to respond to this pandemic, to adapt plans and confront new challenges as they arise.



We continue to have no positive cases of COVID-19 in either of the apartment buildings of the Perley Rideau Seniors Village.

Please do not let strangers into the building

This is a common practice that we always ask you to respect. Especially in these times where we have restricted access to the apartment building, we would like to remind all of you to NEVER let someone into the building that you do not know. All visitors need to be given access by the tenant they are visiting. If you are at the 1720 main entrance and notice a stranger trying to follow you in, please advise the office immediately.

The Tenant Weekly Updates are now available on our website

A home has been created on the PerleyRideau.ca website to share the communications with apartment tenants during this pandemic. Here's the link to the webpage: <https://www.perleyrideau.ca/apartment-communications>

Precautions still in effect for 1720 and 1780 Russell Rd

1. All tenants should refrain from leaving the apartment building unless absolutely necessary.
2. Visitors should limit their visits to loved ones to **essential visits only**. 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 had close contact with a confirmed or probable COVID-19 case?
 - c. Have you had close contact with a person with acute respiratory illness?
 - d. Have you travelled or been in close contact with someone who has travelled in the past 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. All social activities and gatherings in the common areas of the building are cancelled
5. Delivery of meals to tenant's apartments has been arranged for those on the meal plan. Tenants who reside in the Studio apartments can still eat their meals in the dining room area, however, seating is restricted to 1 tenant per table in order to meet social distancing regulations.
6. When using the elevator, we suggest not having more than 4 people (in COP building) or 2 people (in bld. B) in the elevator at one time to allow for proper spacing and all occupants should be wearing a mask. 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. If you choose not to wear a mask when in the elevator, please wait for an empty elevator to be available and take it on your own.
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.

The Perley Rideau has implemented the following precautions since the start of the Pandemic for all staff including all staff members working in the 2 apartment buildings:

- All staff members are screened prior to the start of their shift as well as at the end of their shift. This includes taking temperatures.
- All staff members are wearing masks at all times when working
- 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.
- All staff members have been tested for COVID-19 to ensure no asymptomatic person is at work and putting clients at risk. Testing is not available for tenants at this time.



Reminder about the mail delivery

We would like to thank all of you for your cooperation and staying away from the lobby area when the mail delivery person is onsite. We have seen a big improvement on this front and are happy to say that Canada Post has confirmed they will continue to deliver your mail as long as this practice continues! Let's all work together to ensure your mail service is not interrupted.

Cafeteria Orders – More new items

We are pleased to share with you new items added to the cafeteria order list! We have now added individual frozen meals which are quick and easy to prepare for your convenience. 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 encourage you to try this new service and minimize the need for your family members to deliver groceries weekly!