



Symphony Senior Living
In concert with your life

Update on Covid-19 ongoing measures, Globe and Mail Article,

COVID-0 / Symphony-301!

April 3, 2020

Dear Residents, Families and Friends:

I would like to give you an update on where we are with things here at our Symphony Ottawa properties and Covid-19. I also want to dispel the fears that may have arisen about a Opinion section of the Globe and Mail today.

First the update:

We remain Covid Free in all properties and we are working hard to keep it that way. In addition, to implementing twice daily resident temperature checks and additional cleaning, we have also stopped all non-essential deliveries and drop offs; we have ordered direct from China more PPE and we are on back orders all across Ontario for PPE; we have restricted staff to working only at our community; further restricting any additional non-essential services to reduce the level of CCAC staff and asking our doctors to only enter the building if absolutely necessary (we will do facetime and virtual services).

To support our teams, we have implemented a generous “Above and Beyond” bonus to help them offset any wages they may forgo by not working two jobs and to recognize all of the team that comes in for all shifts, self-isolates when not at work and other sacrifices they are making to ensure we don’t let Covid in your communities.

Out of compassion and responsibility we are accepting limited new admissions, but each one must be preapproved by myself and our director of care and compliance. We are requesting hospitals test for Covid prior to discharge, we are having some success with that – we will soon insist – and all new admissions self-isolate 14 days. We DO NOT accept residents from other congregate care settings (other LTC or retirement homes) at this time due to the higher risk, unless they have a Covid test AND can do a 14 days self-isolation (not wandering). We do accept residents from single family homes, when we can establish their contacts and patterns for the past 30 days pose no risks to us and they can self-isolate. We do accept hospital Readmissions of our own residents, again we strongly request a Covid test and self-isolation for 14 days (even if in hospital for only 24 hours).

Globe and Mail Opinion:

I was extremely disappointed with the Globe and Mail opinion today. It was a very very misleading article, the numbers do not make any sense and they completely confused Long Term Care nursing homes and retirement homes in a huge generalized pot – that to be perfectly honest stank! Yes,



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there are many LTCs that have very active cases, yes there are a few retirement homes too, the situation seems to be particularly bad in the largest cities, but Covid does not discriminate. **For facts: go to the Ottawa Public Health Website they publish a list of all “facilities” with active outbreaks.** We can provide it to you if you wish, as we summarize several areas and circulate it daily to our homes.

Not all homes locked down as quickly as we did and not all have the same staffing dedication as us and not all managers are working around the clock coming up with ways to prevent and stop Covid 19 from getting to our residents, while balancing a limited quality of life and engagement. The CEO grinch here, over ruled “free Timmys and Star bucks being offered to healthcare workers” as it was another potential source of infection on the way into work; we instead put in place homemade Timmys in house, free meals and snacks in house.

If you are still worried, you of course are welcome to take your family members home, but PLEASE understand they will not be readmitted without a Covid negative test and they will have to go through 14-day isolation – this may change and we may have reason to stop admissions all together. Also, you will be exposing your loved one to many more bugs and viruses than if they stay where they are – is everyone in your family covid negative, do you even know – I know I don’t. That said it’s your choice, we do believe this is the safest place for your loved one – **ASK ME, I am the CEO and my mother lives in Symphony Orleans!**

Our teams are strategizing many times every day and we have contingency plans in place for IF we get a Covid positive case. We hope that time never comes, but we can not guarantee anything, none of us can. We are looking at a potential Covid isolation area at one of our homes, if necessary, for wandering residents. We want to ensure the measures we take today reduce our risk and if that day comes and we have a confirmed case, we are prepared to safeguard everyone! That is largely why our staff are not in masks and gloves today (lots of handwashing and hand sanitizer) – we need our stock, for true infection and outbreak and we don’t want to be caught short. As many know, there is a worldwide shortage of PPE. We have several large orders incoming as we speak; these were sourced by me from international contacts and not our usual Canadian suppliers as they are ALL back ordered and have been for over a month now.

On a positive ending note! Many of you have lived through wars, depressions and worse things than you are experiencing now. You are cared for by an amazing team of people, who I am incredibly proud to be a part of and support through this time. We will get through this stronger, smarter and perhaps even more compassionate.

With warm regards,
Lisa Brush
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