



*Symphony Senior Living*  
*In concert with your life*

MARCH 14, 2020

**COVID – 19 Update for Residents, Families and Friends  
Applies to all homes regulated and licensed by the RHRA**

As you know the governments' response to this global pandemic is constantly evolving, we have been actively taking more and more cautious approach to the possible spread of the virus in our communities. To date we have not confirmed cases and no major illnesses. Many weeks ago we started with infection control re-education, ordering supplies and monitoring, then limiting larger activities involving outside groups, to active screening last week.

**One over riding guidance please remain CALM and Compassionate!**

**Everyone is affected by this and everyone is doing their best,  
accusation and blaming do not help the stress levels of residents or the staff we rely on.**

**As of today, the direction from the Retirement Homes Regulatory Association and the Ministry of Health have asked that non-essential visitors do not enter the buildings. An Essential visitor is defined as staff, essential suppliers and relatives and close family members of DYING or seriously ill residents only.**

These Essential visitors must also go through screening for travel outside of Canada in the past 14 days, contact with anyone ill and exhibiting symptoms themselves. Anyone failing the screening is to be denied entry.

On compassionate grounds, we have made a conscious choice NOT to deny entry to family and close relatives of dying or seriously ill residents, even if they fail the screening. BUT we will ask them to wear a protective mask, sanitize carefully, stay only in the resident's private suite and not enter any common areas except to enter and exit the building. We ask family of these residents to be mindful of children or others in their care. If they don't need to be there or don't have connection with the resident, please refrain from a visit especially if you have failed the screening – which now includes travel outside of CANADA in the past 14 days.

Personally, I now fail the screening due to travel outside of Canada. I am also reorganizing plans as my mother, who lives in one of our communities, and I had planned to move items from her house that has sold in Montreal and closes end of March. As I said, this is



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affecting **everyone** on different fronts, I am thankful, we are not sick.

All our communities are cancelling all public events for the next 3 weeks, and any outside entertainment. Internal small group gatherings will still be available, but we will monitor symptoms and contact closely. Any activities involving too much contact will be changed or cancelled. Any of our residents with limited mobility we will make sure to spend more one on one time with, given family time may now also be limited. Please contact the Executive Director at your community if you need us to handle something that you normally do for your loved one.

Anyone concerned about communal dining may request tray service; this will be at no charge for the next month **BUT ! Please recognize that staff maybe overloaded during this time (during to the extended march break and staff shortage due to child minding or illness) so please only request this if you have a serious concern.** Anyone returning from travel, hospital or with any symptoms will automatically be given tray service for 14 days.

We have placed new notices on the front doors and we are doing active screening of all entering the building. Volunteers will not be allowed in the buildings for the next three weeks.

We ask for your help and cooperation during this time and most of all we ask for everyone to stay compassionate, kind and positive. Panic and fear do not help stop spreading a virus. We have actually had an amazingly light FLU year this year, so I guess we had to have something else to challenge us.

If you have any concerns the best person to answer them is the Executive Director onsite, as she or he is the closest to the situation as it unfolds. I am in daily contact with them and the various agencies as new direction and situations evolve.

With any luck, we will be through this and out of hibernation with the bears in April!!!

Yours Truly,

Lisa Brush  
CEO  
Symphony Senior Living Ottawa LP