



Symphony Senior Living
In concert with your life

MARCH 18, 2020

**COVID – 19: Update for Residents, Families, and Friends
Applies to all homes regulated and licensed by the RHRA (not including the
apartment buildings at 6410,6415 & 6420 Lumberman way)**

The government's response to this global pandemic is continuously evolving. Symphony has been actively taking a more cautious approach to the possible spread of the virus in our communities. To date, we have not confirmed cases and no significant illnesses. We started with infection control re-education a few weeks ago. We've been ordering supplies and monitoring, then limiting more substantial activities involving the public, to active screening starting last week.

As of March 14, 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 a staff, necessary suppliers, or relatives of dying or seriously ill residents only. Examples of non-essential visitors are a family coming to have Sunday dinner with their loved one or a volunteer coming to help with an activity.

Essential visitors must also go through screening for travel outside Canada in the past 14 days, contact with anyone ill, or exhibiting symptoms themselves. If anyone fails the screening process, we will deny entry.

On compassionate grounds, we will not deny entry to family and close relatives of dying or seriously ill residents. A resident on "palliative care" is not necessarily a reason to allow a family member to visit. Please work with the doctors and us to assess and guide each case. Anyone authorized in that fails screening on compassionate grounds will be asked to wear a protective mask, sanitize carefully, stay only in the resident's private suite. We will inform the family of these residents to be mindful of children or others in their care.

Residents that want to leave the community with family or others to attend events, or for any other reason, will be required to self-isolate on return for 14 days. This protocol is the same for readmissions from the hospital and new admissions. Residents are welcome to go for a walk in our courtyards but are asked not to come into contact with other people that do not live or work in residence.

On a personal note, I will fail the screening due to travel outside of Canada. I am also reorganizing my moving plans with my mother, who lives in one of our communities. This virus is affecting everyone, and I am just thankful that my family and I aren't sick. I can work remotely and talk to



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my mother on messenger, I am not going to enter the properties unless the need at some point outweighs the current risk, we ask for families support on this.

All our communities are canceling all public events for the next three weeks and any outside entertainment. Intimate 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 canceled. 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 usually do for your loved one.

Anyone concerned about communal dining may request tray service; this will be at no charge for the next month. We are continually reviewing our dining practice and assessing risk. As we move forward, we may move to tray service or no communal dining, staggered meal times, or other measures to assist in the containment of the risk. Anyone returning from travel, hospital, or with any symptoms will automatically be given tray service for 14 days.

Please recognize that staffing may be hectic during this time due to the extended march break and child care complications, along with the potential of sickness within our staff. We are still hiring new staff and creating offsite interview locations and training areas. We want to be ready should we have a significant need for qualified, trained, and compassionate staff.

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 had an amazingly light flu season 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 a new direction and conditions 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



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