

Hello friends & family members.

The number of COVID cases continues to increase within our Rideau community. We currently have more than 10 COVID positive residents and several staff members.

In our last communication we shared the immediate measures that were put into place, and how we reacted to support our residents. We are continuing with all of these protocols such as in-room dining & medication, offering regular COVID testing, and our ask for limited visiting during this time. While the residents are not being asked to isolate, we are asking for limited movement within the building, social distancing, and the wearing of masks in public spaces.

The residents who are suffering from COVID have luckily been experiencing mild symptoms – most describe it as being flu-like. We are relieved and grateful to share that no one is experiencing life-threatening symptoms at this time. Rest assured that all associated families have already been notified.

One thing to note is that there is a lag between someone's exposure and a positive COVID test. This means that if a resident was exposed to the virus on Saturday, they may not test positive until 3-5 days later. As you can imagine, this is challenging when many residents test negative several times before an eventual positive COVID test. This means that we're waiting to truly understand the level of spread within the residence, and that we may experience further infections before we see an eventual decrease in cases.

We have significantly increased the amount of cleaning and sanitation to control the spread of COVID. Effective tomorrow we will suspend our in-room housekeeping services for one week to prioritize public areas and keep our housekeeping staff out of resident suites to further limit exposure. Additionally, we have retained an external cleaning firm to do deep cleaning on our common areas and help us with our increased cleaning protocols. This increased cleaning will remain in place throughout the next 4 weeks. Today we had our recreation team share different printed activities to each suite to help ease the boredom that can arise without our regularly scheduled events. Our team shared the positivity and kindness that they experienced with the residents – more than ever they can feel the Rideau community banding together in our shared effort. We are truly all in this together, and through our shared efforts we will beat this.

We will continue to be transparent with you, as we are with Fraser Health, and will update you as to the health of the community. We know how important it is for family to be included in the communication.

Please continue to keep our residents and staff in your thoughts.

Ann Leckie

