



**Media Statement – Update on the outbreak Portobello Retirement Residence – Orleans  
- Dr. Rhonda Collins, Chief Medical Officer, Revera**

March 26, 2021

Since Ottawa Public Health declared an outbreak of COVID-19 at Portobello Retirement Residence on March 19, we have received confirmation that one resident and one staff member have tested positive for COVID-19. The staff member is in self-isolation at home.

We continue to work closely with Ottawa Public Health officials and are following our pandemic outbreak protocols and infection control practices. Residents are isolated in their rooms and monitored for symptoms twice daily. All staff are screened at the beginning and end of their shifts and are required to wear a surgical mask and eye protection in the residence at all times.

We are continuing enhanced cleaning at Portobello, disinfecting high touch surfaces like handrails and doors, common areas and staff rooms frequently.

To promote physical distancing, residents are being served meals in their rooms. Group recreation programming has been replaced by one-on-one activities with residents for social engagement.

We have informed residents, their families and the staff of the status of the outbreak. Visits have been cancelled during the outbreak, except for designated essential visitors. We appreciate the patience and understanding of our residents and their families as we take these precautions. After the outbreak is resolved, we will notify families as soon as we are able to resume visits.

Revera continues to do everything we can to keep our residents and employees safe as we work to prevent the spread of COVID-19 at our long term care homes and retirement residences.