



**Media Statement – Update on outbreak at Alta Vista Retirement Residence – Ottawa
- Dr. Rhonda Collins, Chief Medical Officer, Revera**

November 13, 2020

Since the outbreak was declared on October 23, we received confirmation that 21 residents and eight staff members tested positive for COVID-19. Eleven residents and five staff members have recovered. We regret to inform that we've had four residents pass away with COVID-19 during the outbreak. The team at Alta Vista offers its most sincere condolences to the families and friends of the residents who passed away during the pandemic.

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 doing enhanced cleaning at Alta Vista, disinfecting high touch surfaces like handrails and doors, resident rooms, 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 Group recreation programming has been replaced by one-on-one activities with residents for social engagement.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 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 retirement residences and long term care homes.