



Symphony Senior Living
In concert with your life

December 17, 2021 -- 9 pm

**Letter to residents, family and essential caregivers:
Temporary shut down to all but essential visitors effective Saturday December 18, 2021**

Dear Residents, Family, and Essential Care Givers.

I hate to be here again, we are all so tired and exhausted from this, but until we know the level of illness this new Omecron variant creates and how effective the vaccines are, **we feel it is necessary to shut down to all but vaccinated essential care givers.**

This will start tomorrow Saturday December 18, 2021. We apologize for the last-minute decision, but several things have arisen over the past two days to make it necessary and prudent to shut down. 1) Covid cases are rising faster than ever before, and Kingston and Ottawa have extremely high rates of transmission; 2) We have not yet received enough rapid tests and have minimal supplies on hand – maximum numbers are on order 3) We have had one positive case of staff on a rapid test and that staff has now had a PCR test to verify or deny the case and 4) we don't have evidence on how the vaccination will do against this new variant or how severe the illness is. Please know that rapid tests have a high false positive rate so they must always be verified with a PCR test.

We will continue to screen all essential care givers and rapid test them were we have supplies. All essential visitors will be limited to visiting in ONLY the resident's room and NOT in common areas. Essential visitors will be asked to leave the building if they are found in any area that is not the resident's room or entering or exiting the building; unless their care requires then to access another part of the building. The only exception to the two essential caregivers will be made are on compassionate basis for anyone severely ill or at end of life. Please ensure you are on our essential visitor list if you want to visit.

Due to staffing required to monitor self-rapid tests and process visitors into the home; we will limit essential visitors to 2 per resident visit and ask that you visit between 10 am and 12 pm and 1 pm and 4 pm – exceptions to these times, will be made for those needing to provide direct care, end of life or other needs that cannot be accommodating during these times.

Most of our Christmas dinners and lunches were completed this past week, so for that we are thankful. For those that were to attend this week talk to the CEO or AED at your property and perhaps if you are an essential care giver, we can do a nice meal in your loved one's suite this week or reschedule for the new year. Social events and group gatherings will be limited to small group activities and residents and staff only.

One of the main reasons we are doing this is to ensure we do not go into an outbreak mode at this time of year and so that our residents do not have to spend the holidays in their suites isolated. If we are more careful now we may get through this with no "outbreak" and have more information in a couple weeks. We will be reviewing incoming information daily and if we can open in a few days we absolutely will. If you have come from out of town or some other situation and rescheduling is very problematic, please talk to our CEO at the property, and we will accommodate a safe visit.

We thank you for your understanding and compassion, let's hope this is a short shut down and the end of covid variants!

Lisa Brush
CEO, Symphony Senior Living Ottawa LP