



FREQUENTLY ASKED QUESTIONS **COVID-19 PANDEMIC**

Updated: April 27, 2020

Q. What is Riverstone doing to protect residents and team members?

A. Riverstone communities are operating under strict pandemic protocols. Our nursing team is closely monitoring residents for any symptoms. We have enhanced cleaning of high touch areas several times daily. Social and physical distancing has been implemented for all meals, and activities have been adjusted to incorporate social distancing.

Riverstone team has educated residents and team members on proper hand washing, and hand sanitizer has been provided throughout the premises. Residents regardless of the meal plan can eat in the Dining Room to eliminate the need to shop for groceries.

Riverstone team members and essential visitors wear procedural masks while working or visiting, this is for everyone's protection. Furthermore, each team member performs a Point of Care Risk Assessment prior to entering any resident's suite and will wear appropriate PPE (masks, gowns, gloves, shields, goggles).

Riverstone receives updates daily, from Ministry of Health and Long-Term Care, Ontario Retirement Community Association (ORCA) and the Retirement Home Regulatory Authority (RHRA), to ensure we have the most current information possible.

Riverstone is actively screening all essential visitors and anyone else entering our communities, including temperature check, with the exception of emergency first responders.

Riverstone residents, team members and all essential care providers are actively screened twice daily, including temperature check.

If a resident develops symptoms, a swab is immediately taken and sent to the lab for testing. Family members will be notified and updated regularly. Resident will remain in isolation until lab results are confirmed and they are clear of symptoms.

Riverstone team members do not work in other retirement or long-term care homes.

Riverstone is providing tableside meals for our residents, regardless of their meal package, however, we have staggered the time of meals, to maintain physical distancing and less people in the dining area.

Riverstone continues to provide activities with a twist for our residents, while still practicing physical/social distancing. Our innovative team have several live stream programs such as yoga, tai chi and exercise classes. As for entertainment, they are also live streaming whenever possible. Please refer to your monthly calendar for times and locations.

Q. Can private caregivers/companions come into Riverstone Communities?

A. Private caregivers/companions are considered an essential visitor, as they provide direct care to residents. As with our team members, we have the same stringent protocols in place for external care providers, including daily screening and twice daily temperature checks.

Q. Can I visit my loved ones in a retirement community?

A. We continue to permit only essential visitors in our communities. Essential visitors are those who have a resident who is palliative or critically ill. These visitors must continue to be actively screened, including temperature check. If visitors fail any part of the screening tool, they will not be permitted to enter our communities.

Q. Can residents leave the community for a short period of time?

A. Riverstone residents are not permitted to leave the home to visit family and friends. Instead, residents who wish to go out of the home are to remain on the property and maintain safe physical/social distancing (two meters apart) from anyone including family and friends.

While we understand this is not an easy situation, there are other ways to keep in touch with your loved ones: phone calls, Facetime, Skype, even sending them a care package including books they may enjoy or a puzzle!

Residents returning following a hospital stay or visiting family and friend are required to self-isolate for a period of 14-days.

Q. Can we drop off some personal items or groceries?

A. Yes, you are most welcome to. Each community has a designated area to leave groceries.

Q. Are you accepting new move ins?

A. We are accepting essential move ins only at this time. Everyone who will be moving in will need to isolate in their suite for 14-days upon arrival and be tested for COVID-19 within 14 days of arrival. If test results are negative, they must remain in isolation for 14 days from arrival. If test results are positive, then report as a confirmed case and follow case management protocol.

Q. What is deemed an “essential move in”

A. An essential move in would be deemed on a case by case basis. Some examples of an essential move would be:

- You sold your home and have nowhere to go
- You are at home and not managing well:
- Care needs to high to manage at home
- Not able to get groceries or have no support/assistance
- Feeling isolated at home and is impacting your mental health

Q. How long is the isolation period?

A. There is a 14-isolation period for anyone who moves in or come back from outside of the community.

Q. Are movers or family allowed in the building during the move in process

A. We are limiting any non-essential visitors. But if it's essential we are allowing movers/family to come in and bring the essential items you require. Everyone is being screened. We ask for only essential items to be moved in right now. The rest can be arranged after COVID-19.

Q. What happens when you have a resident who tests positive for COVID-19?

- A. We will implement our full outbreak protocol. All residents would be isolated in their suites. All common areas including the Dining Room would be closed until the outbreak is declared over by Ottawa Public Health. Meals will be delivered to residents three times daily along with snacks and beverages.

Residents and family members will be notified of the declared outbreak in the community.

Q. Can a resident leave during an outbreak?

- A. Yes, but they would need to self-isolate wherever they go for 14 days and self-monitor for symptoms and take their temperatures daily. They will not be able to return to the community until the outbreak is declared over by Ottawa Public Health.

Q. Does the directive from MOHLTC re: isolation of seniors over 70 apply to retirement homes?

- A. Our communities are residents' home; therefore, this directive does not apply to retirement homes. Residents must remain on the property at all times and practice physical distancing.

Q. Does the Ontario Government directive re: gathering of more than 5 people apply to retirement homes?

- A. Retirement communities are considered a household environment, as such, the above directive does not apply to retirement communities.