

# Riverwood Square

COMMUNICATION # 22     August 02, 2020

Dear Residents, Families and Staff,

First of all a huge THANK YOU to all families, residents, staff and emergency crews who were so helpful and co-operative with our exit process of the Landing residents. Thank You, Thank You.

**Situation:**

On July 31<sup>st</sup> at 10pm a water main break occurred under our building causing a major flood in the basement area. The break was 'clean water' system so sewers are not affected. This break rendered our water systems useless as well as our fire suppression system. The Winnipeg Fire Department is aware and on alert to our situation. Thanks to an efficient City of Winnipeg emergency crew and Maple Leaf Construction- (emergency plumbing contractor) we were able to secure temporary water to the building to facilitate toilets and tap water by 10 AM Sat morning. However NOT the fire suppression system. We have staff on site 24/7 hrs that are monitoring hallways and the building continuously. We are able to facilitate cold food on premise and we have connected to a few restaurants who are catering hot food to our facility.

The area where the break has occurred is directly under our mechanical room concrete floor as that is where the water needs to come in from to facilitate pumps, water tanks, fire systems.

This is not going to be a easy fix as the amount of work to get to the water main break is major. There are large sophisticated pumps, piping, water tanks, fire suppression systems and more that have to be relocated to facilitate breaking (jack-hammering) the concrete floor open to reach the break.

Elevators are working. Elevators were on service yesterday to facilitate the exit process.

To complicate this further is the long weekend, thus delaying progress. Work will begin on Monday. At this time, I have been told that we should expect a full week to be able to restore the services to normal.

We will continue to communicate our progress.

All COVID 19-protocols of safety and screening have been and will be in place as we proceed with outside essential providers.

Please note that when we are able to have residents return there it will not be required to isolate. We will monitor residents daily for wellness checks. WRHA and Shared Health have been notified and home care services have been co-ordinated.

Again, thank you to all. We appreciate your kindness and co-operation.

Please call or email me if you have any questions. 204-275-7632 or [lsherrin@riverwoodsquare.com](mailto:lsherrin@riverwoodsquare.com)

Thank You for your support. Stay safe.

*Linda*

Linda Sherrin  
General Manager

