



August 24, 2020

Dear Revera Residents and Family Members,

I know how challenging the past several months have been, and I wish to express my appreciation to all of you for your understanding through these most difficult times. Revera remains focused on delivering the best care to all our residents while taking the necessary precautions to protect our homes from COVID-19.

We must balance our ongoing infection control efforts with a cautious approach to resuming activities that include visitors, in accordance with directives from local and provincial health authorities.

We want our residents to return to a state of normalcy as quickly and safely as possible. I am aware of the impact of isolation and separation on our residents as well as their families. Social connections with family and friends are imperative to mental, physical, emotional and cognitive wellness.

The safe and successful resumption of activities, including visitors, depends on the actions of all. This includes team members, residents, families and other visitors. We must work together to keep infections from entering our homes.

Please don't visit if you feel unwell. If you've recently travelled to a location with a high number of cases or if you may have come in contact with someone who has the virus, please postpone your visit for at least 14 days.

Everyone entering our homes will have their temperature checked, be asked questions about symptoms and travel history and be required to wear a mask, sanitize their hands and maintain a physical distance of two metres (six feet) throughout their visit. I ask that you follow these procedures to the letter, and visit only the resident you are there to see. Please be kind to the screeners; they are doing their jobs to keep your loved ones safe.



Caring for our residents and focusing on their well-being goes beyond just COVID-19 prevention. At Revera, promoting health and wellness means considering the entire person. We understand the importance of residents staying active, engaged and connected to their loved ones. Our team members have established creative ways to keep our residents engaged during these trying times. Our goal has been to help fill our residents' days with meaningful experiences and joyful moments and, to the best of our ability, to maintain the warm and welcoming environment that our residents know so well.

Your support has been incredible throughout this journey, which has been as challenging for you as it has been for us. Our staff have been doing the best that they can in these extraordinary circumstances. I encourage you to reach out to the leadership in your home if you have any questions about your loved one. This will help us provide them with the personalized support and care they need.

Please stay safe, and don't forget the 3 W's: Wear a mask, Wash your hands, Watch your distance.

Sincerely,
Dr. Rhonda Collins
Chief Medical Officer, Revera Inc.