



April 26, 2020

Dear Revera Residents and Family Members,

When I think back to the early part of 2020, it seems light years away from where we are today. We could not have imagined then the sweeping impact that the COVID-19 pandemic would have on all of our lives.

I've spent much of my career as a physician primarily focused on elder care, and I've seen my share of outbreaks of infectious illnesses that disproportionately target the elderly. In long term care and retirement homes, there is significant experience and existing strict outbreak protocols that go a long way in managing these risks as best as possible. What none of us has seen, however, is such a virulent new infection on such a massive scale.

Fortunately, medical professionals and scientists are learning more and more about COVID-19 as the pandemic continues – clues that are helping us at Revera to continuously adapt our practices. We've learned that the primary symptoms of cough, fever, shortness of breath are not always present, but atypical symptoms, such as runny nose, sore throat, muscle aches, vomiting, diarrhea and fatigue, are common. In our seniors' homes, that means we are now monitoring staff and residents twice daily for fever and we're on alert for any symptom, regardless of how minor.

There are many people in Canada who have the virus, and yet have had no obvious symptoms at all. These asymptomatic individuals don't realize that they are carriers of the virus, and therefore are at higher risk for inadvertently spreading it. At Revera, this has prompted us to introduce universal masking, which means that all of our employees in our long term care homes and retirement residences are required to wear masks at all times. And we continue to use best practices in hand hygiene and physical distancing, which have proven to be the two most important steps to reducing the spread of this virus.

We knew, before COVID-19 reached Canada, that this virus was particularly lethal for people with weak immune systems, which includes many older people and those with pre-existing health conditions. That's why, even as some areas begin to loosen some restrictions and re-open certain businesses, our vigilance will remain high. We can't, and won't, let our guard down. We'll continue to learn and adapt. My hope is that, with all of the efforts being undertaken around the world, we will ultimately slow COVID-19's progression until a vaccine is available.

Wash your hands, don't touch your face and stay well.

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