



March 14, 2020

**To all Revera Residents and Families:**

Revera is committed to doing everything we can to protect the health and safety of our residents, their families and friends, and our employees, volunteers, suppliers and service providers during the COVID-19 pandemic.

We always have respiratory illness outbreak plans in place for all long-term care homes and retirement residences, and we have now put our full pandemic plan into action for COVID-19. Our dedicated employees are experienced in taking the necessary preventive precautions while continuing to provide compassionate, high quality care.

With recent events related to COVID-19, Revera is taking additional actions to prevent the spread of Novel Coronavirus (COVID-19) into our long-term care homes and retirement residences across Canada. First and foremost, we must continue to remain calm and remember that prevention remains our best strategy.

**Visitation limited to “Essential Visitors” at Long Term Care Homes and Retirement Residences**

In order to ensure a safe and secure environment for residents, we will only allow **essential visitors** until further notice. We will reevaluate this measure in the coming weeks and ensure consistency with guidance on enhanced public health measures.

We identify **essential visitors** as those who have a resident who is dying or very ill in a live-in treatment setting. These visitors must continue to be actively screened. Those who fail the screening will be permitted to enter; but will be required to wear Personal Protective Equipment and not come within 2 metres or 6 feet of other residents or staff.

**No other visitors** will be permitted to enter our long-term care homes and retirement residences across Canada. Instead we ask you to keep in touch with loved ones by phone or other technologies, as available. Active Screening will take place at a single entrance point for essential visitors and staff at Revera long term care homes and retirement residences.

We regret the inconvenience this may cause for you, your family members and friends; however, we must do everything we can to prevent the spread of COVID-19 to our residents and the people who provide care to them. We appreciate your patience and understanding.

If you have questions, please speak to the Executive Director.

Sincerely,

Dr. Rhonda Collins  
Chief Medical Officer, Revera