



## **COVID-19 – Frequently Asked Questions**

**Updated: April 9, 2020**

### **What is Revera doing to protect our residents?**

- Revera is operating under strict pandemic outbreak protocols for COVID-19. This means we are minimizing interactions between residents, which may include an adjustment to mealtime and recreational activities. We ensure that enhanced cleaning is implemented, and all staff follow our outbreak protocol around personal protective equipment (PPE) when providing care to anyone who has tested positive for COVID-19 or exhibiting symptoms. This applies to care staff, personal support workers or health care aids, dietary aides, recreation and housekeeping staff.
- Staff is closely monitoring our residents daily for any respiratory symptoms, fever, sore throat or cough. As soon as someone is symptomatic, they are placed in isolation, outbreak protocols are adopted, and a swab is taken and sent for testing, unless otherwise directed by Public Health.
- We are only admitting essential visitors to our home, these are healthcare service providers or family members of residents who are under palliative care or very ill. All visitors, like residents and staff, are actively screened for any symptoms of COVID-19 each time they visit, and if symptomatic, they are not allowed to enter.
- Our outbreak plan is based on over 50 years of experience successfully managing outbreaks, including pandemics, at our residences, homes and Support Office. Our management team, physicians and staff have been receiving regular updates from provincial public health authorities to ensure we have the most current information possible.

### **What does the outbreak protocol mean/look like?**

- Revera has implemented full pandemic outbreak protocols across our Canadian operations. When a resident *or* staff member has a confirmed or suspected case of COVID-19, we act immediately to ensure the safety of our employees and residents. This includes the following actions:
  - As soon as someone is symptomatic, they are placed in isolation, outbreak protocols are adopted, and a swab is taken and sent for testing, unless otherwise directed by Public Health

- Closely monitoring all individuals for COVID-19 symptoms who may have come into contact with anyone who tests positive, and isolating those individuals if they exhibit symptoms
  - Ensuring our staff follow our strict pandemic outbreak protocols when providing care and wearing personal protective equipment (PPE); this applies to registered nurses, registered practical nurses, personal support workers/healthcare aides, dietary aides, and recreation and housekeeping staff
  - We have now transitioned to a universal masking strategy where all staff who are providing direct or indirect care within 2 meters of a resident will wear a surgical mask. This reduces the spread of COVID-19 by providing an added layer of protection that helps capture droplets and minimizes the risk of staff touching their face, which is the primary way to spread transmission
  - Engaging extra housekeeping staff to do more frequent cleaning, including deep cleaning using a Clorox 360 Disinfectant, especially in high touch and commons areas
  - Cancelling recreation programming to promote physical distancing, and having recreation staff do one-on-one activities with residents to keep them socially engaged
- Revera will remain vigilant and continue to do everything we can to keep our residents and employees safe as we work to control and prevent the spread of COVID-19 at our long-term care homes and retirement residences.

### **What does enhanced cleaning mean?**

- Specifically, enhanced cleaning means more frequent cleaning, especially in high touch areas like doorknobs, handrails, as well as resident rooms, staff rooms, common areas, and seating areas using Clorox 360 Disinfectant Cleaner.
- These enhanced cleaning processes may require additional hours and/or staffing, especially during outbreaks and when required we make these adjustments.
- Additionally, we are using Clorox 360 Disinfectant Cleaner at our locations especially during outbreaks

### **What are you doing about physical distancing?**

- At every point of a resident's day, we're ensuring physical distancing is in place to protect them.
- For example, recreation programming has been cancelled in homes with outbreaks with a view to promote physical distancing with recreation staff now doing one-on-one activities with residents to keep them socially engaged. In homes where there is no outbreak, we may still conduct small group programs that allow for physical distancing,

and we are also conducting one-to-one programs. Examples of programming include museum virtual tours, Google map trips, Facetime/Skype sessions to connect residents with their families, online fitness classes and music therapy sessions.

- We are also equipped with commodes for residents to use in place of communal bathrooms should the need arise.

### **What are you doing about meals?**

- Our approach differs depending on whether it is a retirement community or a long term care home.

#### For Long Term Care Homes

- Physical distancing is implemented in our dining areas, and communal items (like salt and pepper shakers) are no longer placed on the tables. The residents in areas under outbreak isolation are delivered tray service which means they are fed their meals in their room on overbed trays.

#### For Retirement Residences

- In response to the COVID-19 pandemic, Revera is closing the dining rooms and cafes in our retirement residences across the country as we shift to tray service. This will begin as of Monday, April 6 and be fully implemented by the end of the week.