



July 6, 2020

Dear Revera Residents and Family Members,

During the pandemic, the days and weeks seem to blend together a little bit, so it's hard to believe that July is here. The sunny skies and warmer temperatures are very welcome, especially as we all begin to ease back into more regular activities. None of us is sure exactly what is to come, and when we will face a second wave, but for now, it feels like the nation is letting its collective breath out just a little bit.

The easing of restrictions means something different for everyone. For many Canadians, it means venturing outside and gathering in increasingly large "bubbles," heading back to their workplace, or maybe even enjoying a drink on a patio. For small businesses that have suffered thanks to COVID-related closures, this new stage offers renewed hope that their customers will return, and their business will once again thrive. For kids, it's a welcome chance to see friends again, to run and play and laugh together – albeit at a safe distance.

With these new freedoms come requirements aimed at keeping people safe, whether that's wearing a mask, maintaining safe distances, installing plexiglass shields, or other steps. At Revera, we serve people who have proven to be the most vulnerable to the COVID-19 virus, so easing back is not a simple endeavour. That's why we're looking at every aspect of life in our retirement residences and long term care homes as we work to gradually get to the new 'normal'.

For many of the seniors in our long term care homes and retirement residences, the most welcome change is having friends and family visit. Over the past few months, strict restrictions on visitors have been very necessary to help protect seniors; it has also been tough for families and for residents who have longed to see each other in person. We follow the lead of the provincial health authorities; every province sets its own [rules about visitation](#) and these rules change immediately if there is an outbreak. While we wish it could be as easy as opening the doors, that isn't quite possible yet, and we appreciate everyone's patience and understanding.

Beyond supporting visiting, we are also planning the ease-back of the many other aspects of life in our long term care homes and retirement residences. Our recreation programming has continued one-on-one, and eventually we would like to re-introduce small group fitness, safely distanced. We had changed to in-room dining in some areas; plans for returning to dining together will mean changes to allow for physical distancing. Many of our locations have hair salons; in most areas, provinces have allowed hair salons to re-open, with strict masking and distancing policies.



From staffing to care, from cleaning to amenities – every detail is part of our overall ease-back planning process. Guided by provincial and regional public health authorities, our plans are complex, with the health and safety of our residents at the heart of every decision. As a physician, I suspect there may be some flux over the coming months as COVID-19 re-emerges in a new wave, so our plans also must be flexible enough to step back as the need arises.

Having said that, I love the signs of optimism we are seeing, like the stories about long-awaited outdoor visits taking place at our long term care homes and retirement residences. I also love hearing about the incredible support and cooperation of families and residents across the country as we navigate this new stage.

We are truly all in this together, and though it is by no means simple, the new normal is well worth it.

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

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