



June 3, 2020

Dear Revera Residents and Family Members,

When you work in long term care, you are used to dealing with outbreak protocols. These well-established processes that have proven time and again to help limit the spread of infectious illnesses, like influenza, that emerge in the communities across Canada. Sometimes, these protocols include short-term restrictions on visitors, something no-one likes to do but sometimes it is, unfortunately, necessary for the safety of the seniors in our care.

When COVID-19 hit it had similarities to other outbreaks, along with many unknowns. That's why Revera decided early on that visitor restrictions in our long term care and retirement residences was the right thing to do. We quickly mobilized, and restrictions for all but essential visitors and family members whose loved one was palliative, were put in place across the country.

The pandemic has proven to be very much a marathon, not a sprint, and I know that it has been a very long few months for families. Especially during times of uncertainty, we all want nothing more than to hold our loved ones close. It's been tough for residents too, who miss their families, and particularly for those living with dementia who are confused about why they can't have visitors.

We've all tried to make the best of a difficult situation, from window visits to Zoom calls, from drive-by parades to uplifting sidewalk chalk messages. We've had resident birthdays celebrated from balcony to parking lot, we've had talented musician family members serenade their loved ones, and we've had lots and lots of Facetime calls. It has been an inspiring time of creativity, and through it all, families have been true partners, working together with our dedicated employees to stay connected while staying apart.

Now that we are seeing some provinces begin to slowly lift restrictions, we are also looking ahead to how we will begin to ease our visitor restrictions. As we do, we will always be keeping the health and safety of our residents at the centre of our plans. That means we will follow public health guidance, and we will continue to use every precaution necessary. Physical distancing, frequent hand washing, enhanced cleaning, wearing masks – these measures are not going to go away quickly.

Every province, every region and every community will have its own set of considerations. In every case, we will approach the re-opening of our homes and residences gradually, and with extreme care. As these decisions are made for the community where your loved one lives, we will make sure you know the details.



Once again, we call upon our family members to be our partners. We all agree that safety simply can't be compromised, so there will be some parameters in place. There may also be times when we have to back-track, to re-impose restrictions should the pandemic situation change, or should an outbreak be declared.

But we're all in this together, and this is our new reality, at least for the time being. Your support and help through this next phase will help us get closer to what we all want, which is bringing families and residents together.

I can't wait to see the pictures of you re-connecting, live and in-person, with your loved ones. Frankly, I can't wait until all of us can hug whoever we want, when we want, again.

It will happen.

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

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