

March 24, 2020



Dear Resident/Family Member at McKenzie Towne Continuing Care Centre,

I am sorry to inform you that, on March 23, Revera learned that a resident of McKenzie Towne Continuing Care Centre in Calgary passed away and that the resident had tested positive for COVID-19. We offer our most sincere condolences to the family and friends of the resident. The employees of McKenzie Towne, and the entire Revera family, are devastated by this tragic news.

The resident who passed away was tested for COVID-19 after developing symptoms on March 22. The positive result was received on March 23. Two other residents who displayed symptoms at the same time have also tested positive and are in isolation, as are other residents in that area of the home. This outbreak does not impact residents at McKenzie Towne Retirement Residence.

The Medical Officer of Health reported that the COVID-19 swab test for a McKenzie Towne Continuing Care Centre employee also returned positive March 23. The employee, who became symptomatic on March 12 and remains at home in self-isolation, last worked there on March 9.

On March 14, Revera implemented pandemic protocols at McKenzie Towne Continuing Care Centre, and across our Canadian operations, which include actively screening all visitors and staff for COVID-19. Additionally, we have only allowed essential visitors into our homes and residences since March 17 and have been implementing physical distancing for residents.

I want to assure you that Revera takes outbreaks very seriously, and we are committed to doing everything we can to protect the health and safety of our residents, employees, volunteers, suppliers, service providers and their families.

At McKenzie Towne Continuing Care Centre, we are operating under outbreak protocols that are appropriate for COVID-19. Strict contact droplet precautions are in place at the home as part of our outbreak protocol. Residents in the affected areas of the home are isolated in their rooms. Staff are wearing full personal protective equipment (PPE) to serve those areas.

We remain vigilant in our efforts to protect the health and safety of our residents, families, employees, volunteers, suppliers and essential healthcare service providers. We also want to recognize the work being done by our team at McKenzie Towne Continuing Care Centre who are working tirelessly to support our residents and to keep each other safe.

We appreciate your patience and support. Please do not hesitate to reach out to the Executive Director if you have questions.

Sincerely,
Dr. Rhonda Collins
Chief Medical Officer, Revera