



Media Release – Action plan for Forest Heights Long Term Care Home in Kitchener

April 26, 2020

We want to honour the amazing contributions of our front line staff at Forest Heights—the nurses, PSWs, dietary aides and the recreation, environmental, culinary and administrative staff who have been working fearlessly and tirelessly to care for our residents during the home’s pandemic outbreak. The Forest Heights team’s compassion, courage and determination to do their best for the people in their care has been truly impressive.

We also appreciate the support of Ontario Health West Region, which assigned a dozen PSWs to Forest Heights on a temporary basis to provide relief for the front line caregivers who have been working long hours throughout the outbreak. Revera’s recruitment team has also succeeded in hiring 20 additional staff to bolster a variety of roles in the home.

We are very grateful to Region of Waterloo Public Health and the Waterloo-Wellington Health System Response Team for working with us to find the best way to serve our Forest Heights residents and staff.

Forest Heights Long Term Care home is experiencing a substantial outbreak of COVID-19. Since the home’s 240 residents were tested proactively by Region of Waterloo Public Health (ROWPH), as part of the new whole home testing protocol, ROWPH has confirmed a total of 133 residents and 48 staff were confirmed positive for COVID-19.

It is with great sadness that ROWPH has confirmed that 27 residents have passed away with COVID-19. The impact of this pandemic has been devastating for the residents, their families, our staff and the community and our hearts go out to the families and friends of the people we have lost.

The team at Forest Heights continues to work very closely with Region of Waterloo Public Health (ROWPH) officials on pandemic outbreak protocols, as we have since the beginning of the outbreak, by providing information and implementing recommendations on infection prevention and control and case management.

The ROWPH and Forest Heights teams confer daily to review the action plan put in place to respond to resident care and staffing issues.

To date, we are pleased to report that Grand River Hospital, St. Mary’s General Hospital and Cambridge Memorial Hospital, have accepted temporary resident transfers to available beds in their hospitals. We look forward to returning these people to the home at the appropriate time.