



Media Statement – Update on COVID-19 outbreak at Forest Heights Long Term Care Home, Kitchener – Dr. Rhonda Collins, Chief Medical Officer, Revera

May 20, 2020

As of today, we have had 169 residents test positive for COVID-19. We are grieving the loss of the 49 Forest Heights residents who have succumbed to the virus since the outbreak began. We extend our deepest condolences to the families and friends of these people for their loss. A total of 68 staff members are confirmed to have tested positive and 20 employees have recovered. Our thoughts go out to the staff members recovering at home in isolation

This continues to be a very challenging outbreak, and we can assure you that we are not letting our guard down. We are maintaining our vigilance, monitoring residents and screening staff for symptoms. Our staff continue to wear the appropriate PPE and are regularly retrained on proper PPE protocols. Any residents or staff displaying any potential symptoms will be placed in immediate isolation and tested for COVID-19.

We continue to work closely with Region of Waterloo Public Health and appreciate their expertise and support.

Our thanks go to the hospitals, Grand River Hospital (K-W and Freeport Campuses), St. Mary's General Hospital and Cambridge Memorial Hospital, that have accepted the temporary transfer of 54 residents to available beds in their hospitals. We look forward to returning these people to the home at the appropriate time.

We appreciate the support of Ontario Health West Region, which assigned 12 PSWs to Forest Heights on a temporary basis to provide relief for the front line caregivers. Revera's regional and national recruitment teams also hired 20 new staff for a variety of roles in the home.

We want to honour the outstanding contributions of our front line staff at Forest Heights—the nurses, PSWs, dietary aides and the recreation, environmental, culinary and administrative teams 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.