



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

April 7, 2020

Today, we received confirmation from Region of Waterloo Public Health and Emergency Services that 15 residents have tested positive for COVID-19 at Forest Heights Long Term Care Home in Kitchener. All these residents are in isolation. There are 3 staff members at Forest Heights who tested positive and are at home in isolation.

We are working closely with public health officials and follow strict infection control practices. All staff providing care for residents in isolation, that is a resident who has tested positive for COVID-19 or who has symptoms of respiratory illness, must wear full personal protective equipment (PPE) which includes a mask, face shield, gloves and gown, while providing care.

Given the increasing numbers of asymptomatic and presymptomatic spread of COVID-19, Revera has now moved to a universal masking policy for all staff. Going forward, all staff working in all areas of our long term care homes and retirement residences will be required to wear masks at all times.

Since the pandemic was declared, we have been practicing strict pandemic protocols at Forest Heights. We have undertaken enhanced cleaning at the home, bringing in extra housekeeping staff to do more frequent cleaning, especially in high touch areas like doorknobs, handrails, common areas, staff rooms and seating areas. The home is also being disinfected and deep-cleaned using a Clorox 360 Disinfectant Cleaner system.

To promote physical distancing, recreation programming has been cancelled. Recreation staff now do one-on-one activities with residents to keep them socially engaged. Residents in isolation take their meals in their rooms. Other residents continue to take meals in the dining room for safety issues, with dietary aides feeding residents requiring textured meals in order to manage choking risks.

We continue to update residents, their families and the staff on the status of the outbreak. We will continue to reach out to all families of residents as often as possible to provide updates on their loved ones during this time of physical isolation.

Revera continues to do everything we can to keep our residents and employees safe as we work to prevent the spread of COVID-19 at our long term care homes and retirement residences.