



March 20, 2020

**To all Revera Residents and Families:**

We are aware that people calling our individual long term care homes and retirement residences are having difficulty at times reaching us.

We are investigating the cause further but at this point we believe the high volume of calls is exceeding the amount of lines available through the local phone company and our site phone system. Some common symptoms are not getting a dial tone, fast busy signal and in progress calls being dropped.

Note that if you are having difficulty dialing from your cell phone, consider using a landline if you have one.

We want you to know that we are in touch with our providers and hope we can find a solution to this issue. In the meantime, we ask that you be patient, and persistent, when calling our home. This is certainly an unwelcome development for everyone, and we appreciate your patience as we deal with these kinds of unprecedented issues.

Please be assured that if there is any urgent news regarding one of our residents or one of our homes or residences, we will reach out directly to families of residents.

Sincerely,

Dr. Rhonda Collins  
Chief Medical Officer, Revera