



March 17, 2020

To all Revera Residents and Families:

We know you are concerned for yourself or for your family member and we want to do everything we can to reassure you that Revera is 100 per cent committed to protecting the health and safety of our residents, employees, volunteers, suppliers, service providers and their families.

Communicating with you throughout the COVID-19 outbreak is a priority for us. And I know it's difficult to do at times like this but it's very important to remain calm and remember that prevention remains our best strategy.

Revera is always prepared for respiratory outbreaks like COVID-19; we have solid infection and prevention protocols in place to fight seasonal cold and flu outbreaks in all our long term care homes and retirement residences and we have been following these protocols from Day 1 for COVID-19.

Now, with the escalation of events surrounding COVID-19, we have put our full pandemic plan into action. Revera's employees are dedicated to the care and safety of our residents and are experienced at taking the necessary preventive precautions while continuing to provide compassionate, high-quality care.

While all of this is happening around us, we also understand the importance of keeping our emotional and mental health in check; we know that anxiety can be a natural by-product during stressful times. To that end, Revera is committed to ensuring life within our homes and residences carries on as close to normal as possible with our recreational and nutritional programs. For example, recreational activities will continue so that residents can maintain a decent quality of life, however classes will be limited in size and/or offered more frequently to encourage social distancing.

Understandably, we have received many questions from both residents and family members about what Revera is doing to prevent the spread of COVID-19, and we want to reassure you that we are doing everything in our power.

Here are measures we have taken thus far:

- 1. Revera's pandemic infection prevention action plan in response to COVID-19:**
 - In order to ensure a safe and secure environment for residents, we will only allow **essential visitors** until further notice.
 - We will reevaluate this measure in the coming weeks and ensure consistency with guidance on enhanced public health measures.

- Essential visitors are identified as family members who have a resident who is in palliative care or very ill in a live-in treatment setting.
 - Third-party or family supports for residents in Independent Living residences are also considered essential.
 - These visitors must continue to be actively screened and those who fail the screening will be permitted to enter; but will be required to wear personal protective equipment (PPE) and not come within 2 metres or 6 feet of other residents or staff.
 - Essential visitors also include, doctors, employees, health care service providers, suppliers and contractors who will continue to be actively screened before entry.
 - Employees go through the same active screening as you do when they enter the building.
 - **No other visitors** will be permitted to enter our long-term care homes and retirement residences across Canada. Instead, we ask you to keep in touch with loved ones by phone or other technologies (Skype, Facetime, etc.), as available.
 - Consider sending flowers to let them know you are thinking about them through this challenging time.
 - We regret the inconvenience this may cause for residents, and family members; however, we must do everything we can to prevent the spread of COVID-19.
 - **Day trips are strongly discouraged.** Please refrain from taking residents out of their home or residence for day trips or dinners at family homes. Essential visitor restrictions are intended to minimize the risk of exposure to COVID-19 in the home. We don't want residents being exposed while they are out on a day trip and then inadvertently bringing the virus back home with them.
 - **Active Screening for COVID-19** will take place at a single entrance point at all Revera long term care homes and retirement residences.
 - **Every person** entering a residence or home is asked, by a trained Revera employee, about potential symptoms of COVID-19 (new onset cough, difficulty breathing, fever), travel history to any international destinations, and potential contact with a person confirmed or suspected of having COVID-19.
 - Temperatures are taken to identify possible fever.
 - An essential visitor who fails any part of the screening process will be permitted to enter however will be required to wear Personal Protective Equipment and not come within 2 meters of other Revera staff and residents.
- 2. Additional actions we are taking within the residence and home:**
- We have enhanced the frequency of surface cleaning for high-touch areas.
 - We are ensuring that all staff follow our outbreak protocol when providing care and are wearing personal protective equipment (PPE) when in proximity of a confirmed COVID-19 case.

- At present, there are two confirmed COVID-19 cases at Revera; both are being monitored closely—a resident and an employee—at the Hollyburn Retirement Residence in North Vancouver. Note that some media outlets have inaccurately reported three cases.
- We have secured adequate supplies of medical and pharmaceutical products, food and other essential health care and personal services to last throughout the duration of the outbreak.

At Revera, we all remain vigilant in our efforts and are doing everything we can to protect the health and safety of our residents, families, employees, volunteers, suppliers, service providers and all other visitors.

For yourself, remember the best defense against the spread of this virus are preventive actions: avoid travel by air and cruise ship; wash your hands regularly; avoid touching your mouth, nose and eyes; practice good cough etiquette; stay home if you are sick and get a flu shot.

Here are accurate and reliable information sources to stay informed:

- [World Health Organization \(WHO\): Critical preparedness, readiness and response actions for COVID-19](#)
- [Health Canada's Coronavirus \(COVID-19\): Outbreak update](#)
- [Health Canada's Coronavirus \(COVID-19\): Be prepared](#)

Thank you for your patience and understanding of our new essential visitor process and the other measures we are taking to protect our residents and employees.

Sincerely,

Dr. Rhonda Collins
Chief Medical Officer, Revera