



March 10, 2020

Dear Families of Revera residents,

I want to assure you that Revera is committed to doing everything we can to protect the health and safety of our residents, employees, volunteers, suppliers, service providers and their families.

I'm sure you have been following all the stories about COVID-19, and I would like to provide you with an overview on how Revera is preparing and the actions we are taking to prevent the spread of Novel Coronavirus (COVID-19) into our long-term care homes and retirement residences across Canada.

First and foremost, we must continue to remain calm and remember that prevention remains our best strategy. We always have emergency respiratory illness outbreak plans in place for all long-term care homes and retirement residences, and we have begun, in advance of a pandemic declaration, to put some of these plans into action.

Effective immediately, Active Screening will take place at a single entrance point for all Revera long term care homes and retirement residences.

What does Active Screening look like?

All employees and visitors will be screened at the entrance by Revera employees. Active Screening means an employee will ask anyone attempting to enter the building the screening questions.

Active Screening staff will ask everyone planning to enter a residence or home about potential symptoms of COVID-19, specifically, if they have a new onset cough, if they are having difficulty breathing or if they have a fever. Staff will also ask about recent travel history to affected areas and about contact with people diagnosed with COVID-19. Temperatures will be taken to identify possible fever.

Anyone who fails any part of the screening process will be asked to reschedule their visit and to contact their local telehealth provider or their health provider.

To minimize inconvenience, we are informing you in advance that you will be screened on entry.

We encourage you to self-screen at home and to please refrain from visiting if you are sick, have COVID-19 illness symptoms (recently-acquired cough, difficulty breathing, fever) or have travelled to an affected area as defined and updated by the Government of Canada.

If you are sick or symptomatic and cannot visit, please continue to speak to your loved one by phone, Skype or Facetime until it is safe to visit again.

We regret the inconvenience this may cause for you and your family members and friends; however, we must do everything we can to prevent the spread of COVID-19 to our residents and the people who provide care to them. We appreciate your understanding.



Update on Revera's pre-pandemic planning and preparations

Revera's employees have been working to be ready for COVID-19 since the outbreak was identified. The company's leadership, physicians and staff at all sites have been receiving regular updates from provincial public health authorities in all the provinces in which we operate to make sure we have the most current information possible.

Staffing strategies are in place to care for residents in the event of an outbreak, and we are making sure we have adequate supplies of medical and pharmaceutical products, food and other essential health care and personal services.

Preventing the spread of COVID-19

Our key preventative strategies for COVID-19 remain the same as our infection prevention and control practices for other respiratory illness outbreaks:

- regular handwashing with soap and water or an alcohol-based hand sanitizer (if soap and water are not available);
- avoid touching your eyes, nose and mouth; this is how the virus enters your body
- good coughing etiquette (coughing or sneezing into your elbow or a tissue then throwing the tissue in the trash and washing your hands);
- staying home if you are sick; and
- getting your flu shot. It is not too late to get your flu shot.

Thank you for your patience and understanding of our new enhanced screening process for visitors and staff. We are doing everything we can to protect our residents and employees from being exposed to COVID-19.

If you have questions, please speak to the Executive Director.

Sincerely,

Dr. Rhonda Collins
Chief Medical Officer, Revera