



## **Pre-Pandemic Planning and Preparations at Revera for COVID-19**

The number of Novel Coronavirus 2019-nCoV (COVID-19) cases continues to rise, but the risk to Canada and to our residents remains low.

However, given the continuing spread of COVID-19 around the world, public health authorities in Canada expect that the World Health Organization (WHO) will declare a pandemic, or widespread outbreak, soon. As such, on February 27, Revera initiated its pre-pandemic planning process, based on our established emergency preparedness policies and procedures.

### **Update on Revera's Pre-Pandemic Preparedness Planning**

Revera has been providing regular updates to leadership, physicians and employees at all sites from Dr. Rhonda Collins, Revera's Chief Medical Officer. Homes and residences have been provided with self-screening tools and reminders about proper use of personal protective equipment (PPE) for staff. We are also reinforcing our ongoing preventative messaging around good hand hygiene practices and urging staff, volunteers and visitors to stay home if they are sick.

Senior Revera leaders regularly participate in the daily Emergency Operations Centre (EOC) conference calls organized by the Ontario Ministry of Health. Our management team is in contact with provincial health authorities in the other provinces in which we operate.

Revera is committed to protecting the health and safety of the vulnerable population of older adults we serve and our employees against this new virus strain.

We always have emergency plans and outbreak plans in place for all long term care homes and retirement residences across Canada. For COVID-19, we have posted Self-Screening notices for residents, visitors and employees at the entrances to all our long term care homes, retirement residences and Support Office.

Our Support Office team is mobilized to provide sites with medical advice, clinical direction, emergency preparedness plans and business continuity plans. We are ensuring that we have staffing plans in place and adequate supplies of medical and pharmaceutical products, Personal Protective Equipment (PPE), food and other essential health care and personal services.

### **Communications**

We are committed to providing timely updates and sharing important information about our COVID-19 preparedness with our employees and with our diverse external audiences and stakeholders. Dr. Collins has been communicating regularly with Revera physicians, clinical leaders, front line care providers and support functions.



**Prevention Strategies and Education**

At present, the risk to Canada and to our residents remains low. We must continue to remain calm and remember that prevention remains our best strategy.

Our key preventative strategies are: 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; 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.

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# ATTENTION

## FAMILIES, VISITORS & STAFF

Due to the recent outbreak of Novel Coronavirus 2019-nCoV in Wuhan, China we now require you to answer the following questions for the protection of you and the people living and working in the home.

### **DO YOU HAVE**

Fever, new onset of cough or difficulty breathing,

**AND any of the following**

Travel to/from Mainland China, South Korea, Japan, Hong Kong, Iran and Italy  
in the 14 days before the onset of illness

**OR**

Close contact with a confirmed or probable case of 2019-nCoV

**OR**

Close contact with a person with acute respiratory illness who has been  
to/from Mainland China, South Korea, Japan, Hong Kong, Iran and Italy  
in 14 days before their symptoms

**If you answered YES to any of the above questions:  
Please refrain from entering the building and report your  
symptoms to your health care provider**

If you are feeling unwell, for the health and safety of everyone,  
please reschedule your visit until you are feeling well or  
consult with the nurse to access the appropriate personal  
protective equipment to make your visit safer.