



March 10, 2020

Dear Revera Resident,

I want to provide you with an update on Revera's preparedness 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.

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.

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, in advance of a pandemic declaration, 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.

Active Screening Process

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.

This level of screening replaces the **voluntary self-screening** and is being introduced to ensure a higher level of protection for people who work and live in our homes and residences.

Active Screening staff will ask everyone attempting to enter 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. They will also be asked about their recent travel history to affected areas or 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 encourage you to reach out to your family or friends who are planning to visit you. Advise them they will be screened on entry and ask them to stay home if they are sick or are displaying the above symptoms (recently-acquired cough, difficulty breathing, fever) or have travelled to an affected area as defined and updated by the Government of Canada.

We realize the inconvenience this may cause for you and your families and friends. We apologize in advance, but we must do everything we can to prevent the spread of COVID-19 to our residents and employees.



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;
- 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 you, your neighbours and our employees from being exposed to COVID-19.

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

Sincerely,

Dr. Rhonda Collins
Chief Medical Officer, Revera