



September 17, 2020

Dear Revera Residents and Family Members,

Over the past couple of weeks, we've seen steadily increasing numbers of COVID-19 cases in communities, particularly in Ontario, Quebec, Alberta and British Columbia. In fact, today Ontario is reporting its highest number of cases since early June. The spread is rising particularly amongst young adults, with public health officials theorizing that the easing of pandemic restrictions, including the opening of restaurants, bars and now schools, is partially to blame, along with gatherings in homes and backyards amongst families and friends where practices like physical distancing and wearing masks are more easily forgotten.

Whether this is the start of the second wave we've all been bracing for remains to be seen; regardless, for those most vulnerable to the virus's effects, including immunocompromised individuals and seniors, it's a very worrying trend. Canadians have worked hard to respond to the challenges of the pandemic over the past several months, and it's up to all of us to do everything we can to disrupt the progress of this virus in our communities.

The people who live, work and visit Revera long term care homes and retirement residences are part of your community. Our residents and their families shop in your local stores, eat in your restaurants and volunteer to help those in need. Our employees are your neighbours, your family members and your friends. Revera has strict health and safety pandemic protocols in place that follow Public Health guidelines, but the reality is that when community spread increases, the risk to everyone goes up, including those in seniors' congregate living.

Finding ways to proactively reduce this risk is key. In response to the rising community spread, Revera, for instance, has reinstated the requirement that all staff wear eye protection (face shield or goggles) in addition to universal masking, at all times while at work, across all of our long term care homes and retirement residences. The added eye protection will further defend our staff from any potential exposure and transmission of COVID-19 from each other and from any visitors, while also protecting our residents. This proactive step, while not yet mandated by Public Health, builds on our experience in the first wave, when the shield/goggle strategy proved to minimize exposure and limit mandatory staff and resident isolation.

What can you do to help? Follow the direction of Public Health in your province, and take an informed and safe approach to outings and gatherings. Wear a mask in indoor spaces and outside where physical distancing is not possible, and continue with meticulous hand hygiene practices at work, in public and at home. If you have a loved one in a long term care home or

retirement residence, follow the latest [visitation protocols](#) in your province, and please don't visit if you feel unwell. If you've recently travelled or if you may have come in contact with someone who has the virus, please postpone your visit for at least 14 days. Keep in mind that you don't have to show symptoms to spread the virus; if you are visiting a loved one, I urge you to get tested every two weeks so you know if you are an asymptomatic carrier and should therefore be self-isolating.

The bottom line is none of us can afford to be complacent. I know it's difficult after more than six months of living with pandemic restrictions. We're in this for a long while yet, so please fight the urge to give in to pandemic fatigue, and don't assume that if you get COVID-19, it's no big deal. We are a community of individuals, and the actions of every one of us counts.

Please stay safe, and don't forget the 3 W's: Wear a mask, Wash your hands, Watch your distance.

Sincerely,

Dr. Rhonda Collins

Chief Medical Officer, Revera Inc.