



## Frequently Asked Questions – COVID-19 September 15, 2020

### **What is Revera doing to prepare for future waves of COVID-19?**

Revera's [Pandemic Response Plan](#) - the most comprehensive plan in the Canadian senior living sector – is well underway, and we are already gaining meaningful insights and analyzing data that will help us prepare for the future.

### **Can I visit my loved one?**

We understand the importance of visits for our residents and their families. We are doing everything we can at a site level to support visits, in keeping with evolving [provincial visitation guidelines](#). For full visitation guidelines at a specific site, please contact the Executive Director.

### **What is considered by Public Health officials to be an outbreak in a retirement residence or long term care home?**

Outbreaks are declared at the discretion of Public Health authorities. Generally speaking, when one staff member or one resident is confirmed to have tested positive for COVID-19, whether they have symptoms or not, an outbreak is declared.

### **What does Revera's pandemic protocol mean/look like?**

Revera has implemented full pandemic protocols across our Canadian operations. When a resident or staff member has a confirmed or suspected case of COVID-19, we act immediately to ensure the safety of our employees and residents. This includes the following actions:

- Actively screening all essential visitors before entering; specific visitation guidelines vary by province. In most cases, visits are discontinued while a home or residence is in outbreak.
- A universal masking strategy for staff. In our long term care homes and retirement residences *not* in outbreak, staff are required to wear a surgical or procedural mask.
- As soon as someone is symptomatic, they are placed in isolation, outbreak protocols are adopted, and a swab is taken and sent for testing, unless otherwise directed by Public Health, and staff providing care wear droplet PPE, including a surgical mask or an N95 mask in specific situations, eye protection, gown and gloves.
- Closely monitoring all individuals for COVID-19 symptoms who may have come into contact with anyone who tests positive, and isolating them if they exhibit symptoms.
- Engaging extra housekeeping staff to do more frequent cleaning, including deep cleaning using a Clorox 360 Disinfectant, especially in high touch and commons areas.
- Cancelling group recreation programming to promote physical distancing, and having recreation staff do one-on-one activities with residents to keep them socially engaged.

**Do individual homes/residences have leeway to make exceptions to the rules?**

In our long term care homes and retirement residences, we follow our pandemic protocols and the guidance of Public Health authorities in order to protect the safety of our residents and staff. If you have a specific situation, please speak with your Executive Director.

**What about homes/residences not in outbreak? Do the same visitation rules apply?**

We follow the same protocols with regard to screening of visitors, hand hygiene, physical distancing, etc. Specific [visitation guidelines](#) vary by province; all visitors are actively screened before entering.

**Can residents go out to run errands, etc.?**

Yes, as long as the home or residence is not in outbreak and Public Health authorities have given the green light, residents are welcome to resume activities such as running errands, keeping in mind physical distancing and wearing a mask where directed or recommended.

**Can I take my loved one home for a period of time?**

We understand that spending time with your loved one is really important. If you would like to arrange an overnight absence, please reach out directly to your Executive Director to discuss.

**I am planning on moving in to a Revera retirement residence. Can I come into the residence for a tour?**

We look forward to welcoming you! Please reach out directly to the Executive Director or Sales Consultant at your residence to learn about the options available to make sure you have the opportunity to see what your new home has to offer.