



August 14, 2020

Dear Residents, Families and Employees,

On August 13, there were 390 new cases of COVID-19 in Canada. While we've seen a positive trend of late, thanks to our collective efforts to slow the spread of this terrible virus, we are also seeing an increase in positive tests in recent days. As more jurisdictions begin to ease restrictions to reflect the progress we've made, we are all learning what our 'new normal' looks like, at least for the time being.

At our retirement residences and long term care homes across Canada, we're learning too. It's a balance of strictly following local public health direction to ensure safety, with efforts to make sure the people who choose to live with us are well cared for and feel comfortable and engaged. It's making sure that the things that bring pleasure to life – socialization, recreation, eating great food with engaging people, celebrating milestones – continue, albeit in new ways.

I'm incredibly proud of our frontline teams who are going above and beyond to make sure residents feel included and at home during this unusual time. Our recreation teams have embraced technology, bringing virtual reality to residents to help combat social isolation and supporting residents in connecting with friends and family through videoconferencing. Can't do a group class thanks to physical distancing requirements? That's ok – our teams have made creative use of space, whether that's adapting a program to be 1:1 or leading a class from a hallway so more people can join in, safely apart. They've also embraced the great outdoors, moving programs and entertainment outside (weather permitting) where there's more space.

Knowing laughter is sometimes the best medicine, our retirement residences and long term care homes have continued our popular national theme days this summer. The August sun made a perfect backdrop for our Beach Day theme, with activities and food to suit summer's good vibrations. With safety top of mind, these events may look a little different, but they are no less fun and engaging.

We also continue to help people celebrate special milestones. I invite you to spend some time taking a look at our [Care and Kindness](#) section, where you can see some really wonderful pictures and stories. Whether it's honouring a brand-new centenarian in Calgary, Alberta, setting up a date night to remember for a long-time couple in Maple Ridge, British Columbia, or wishing a former librarian in London, Ontario a very happy 102<sup>nd</sup>, our teams are making sure that special moments like these are not lost during the pandemic.



While it certainly doesn't change the devastating impact COVID-19 has had, seeing this kind of positivity in the midst of what has been a very difficult time is a balm for the soul. We are all rediscovering and reinventing how we live our lives. I'm inspired by our teams who are persevering through these challenging times, pivoting with changing directives and being creative, resourceful and tireless in safely delivering on our promise to celebrate the ageless spirit.

Be well. Stay safe. Stay strong.

Sincerely,

Thomas Wellner President & CEO, Revera Inc