



April 19, 2020

Dear Revera Residents and Family Members,

As the COVID-19 pandemic continues to challenge how we all work and live, I wanted to reach out to thank all of our residents and families for your support. Our dedicated employees are working tirelessly to bring care, comfort and services to the residents we serve, and your support means the world to them and to everyone at Revera.

This has not been an easy time, particularly where COVID-19 outbreaks have claimed lives. We all feel the weight of sadness for residents that lost their battle with this terrible virus, and our deepest sympathies are with those families and the employees who cared for them.

During this difficult time, I am encouraged by some recent positive developments. A number of Revera homes across the country are now on the other side of an outbreak, including Riverside Place in Windsor, Ontario and Hillside Place in Mitchell, Ontario, Parkview Place in Winnipeg, Manitoba, Mount Royal Care Centre in Calgary, Alberta, and Hollyburn House in Vancouver, British Columbia. We are also starting to hear cautious optimism from our Public Health leaders, both Provincial and Federal, about starting to see a 'flattening of the curve,' something which we're all working to achieve.

These promising signs help fuel our determination and commitment to do everything we can to support and to protect our residents and staff. We continue to procure and supply needed personal protective equipment, to add new staff where needed, to work with local and Provincial public health authorities on the latest guidance, to consult leading infection control experts, and to follow all recommended pandemic protocols for physical distancing, cleaning, and much more.

I know for many of you, along with general COVID-19 worry, the physical distancing measures are very tough. With my own parents in a Revera Retirement Residence, I get it. I am counting the days until I will be able to give them a hug. I take comfort in knowing that this separation is helping to keep them safe in their home, and in the meantime, I settle for video chats.

I've received lots of videos, photographs and notes about other families who are finding their own ways to keep in touch. Whether it's chalk drawings outside of a home, balloons and banners as part of a "drive-by," teaching a family member how to use Facetime or Zoom, or other creative approaches, it fills my heart to see the love on full display during this pandemic.



I hope you, too, have found ways to stay connected, and please reach out to your Executive Director if you need help. To keep in touch with Revera, please visit our [COVID-19 section](#) on our website, reveraliving.com. During this highly dynamic time, we want to ensure we are transparent and timely in our communication with you.

Be well. Stay safe. Stay strong.

Thomas Wellner
President & CEO, Revera Inc.