



May 29, 2020

Dear Residents, Families and Employees,

There is no question that across the healthcare system in Ontario, Canada and around the world, we are collectively dealing with a pandemic unlike any seen in our lifetime. For those of us dedicated to caring for frail seniors, who are disproportionately vulnerable to the effects of the COVID-19 virus, the impact of the pandemic has been particularly challenging.

From the beginning, we have brought our 60 years of experience in caring for seniors to the table, working hard to do everything we can to keep residents and staff safe at our long term care homes and retirement residences across Canada. We're grateful to our frontline workers, who have shown great courage, compassion and commitment for months now. Every day, we are learning more about the virus and how it spreads, and, under the leadership of our Chief Medical Officer, Dr. Rhonda Collins and the direction of Public Health, we're adapting our approach constantly.

Nearly three months into this fast-moving situation, we're heartened that the vast majority of our long term care homes and retirement residences have not had an outbreak of COVID-19 at all. Revera is not alone – in Ontario, for instance, the Ontario Long Term Care Association reports that the vast majority of long term care homes across the province have not had an outbreak. Thankfully, 90 per cent of municipally-run homes, 85 per cent of privately-run homes like ours, and 82 per cent of not-for-profit homes have not had a COVID-19 related death.

That said, this is a terrible virus that has caused sickness and claimed lives in the homes that have experienced outbreaks, and for that, we are heartbroken. And the news about observations reported by Canadian Armed Forces members at five Ontario long term care homes in crisis, none of which are operated by Revera, is gut-wrenching for everyone. Our thoughts are with the families, residents and staff involved.

These situations have caused intense media scrutiny and calls for systemic reform in long term care, a rallying cry Revera and other stakeholders in the sector have been sounding for a long time. Along with pandemic-related concerns, the core issues are: the sector is underfunded for the acuity and complexity of care required; we need to close the prioritization gap between acute and long term care; many long term care buildings have antiquated design that doesn't meet resident needs and redevelopment is urgently needed; it's getting tougher to attract and recruit staff who have the skills and compassion to work with the elderly; and much more.

The system must change.



Along with everyone here at Revera, I am eager to be part of the long-term solution. We all stand ready to work hand-in-hand with governments, public health officials, sector partners, residents, families, employees to not only learn lessons from the pandemic, but to contribute to improving long term care and to shaping the delivery of seniors' care in the future.

For now, we'll continue to focus our energy and resources on the present - on protecting our residents and staff from the COVID-19 virus. This pandemic is clearly a marathon, and not a sprint, and we are in it for the long run.

Be well. Stay safe. Stay strong.

Sincerely,

Thomas Wellner President & CEO, Revera Inc