



May 6, 2020

Dear Revera Residents and Family Members,

As the Chief Medical Officer at Revera, my days, and often, nights, during the COVID-19 pandemic have been focused on supporting our staff on the front lines who are providing medical care to thousands of elderly residents under attack by a relentless virus that disproportionately targets them. We are in a crisis unlike anything we have seen before, and we in seniors' care have had to adapt quickly and continuously based on emerging knowledge and public health guidance.

Our care and operations leadership teams meet constantly to stay abreast of the latest information on COVID-19 and to provide guidance to employees at our long term care homes and retirement residences. We examine every outbreak situation carefully, looking to learn from the experience and prevent further spread. We talk about what small thing may have made a difference in one home, and how we can apply it to others. It is very serious work, taken very seriously.

But as we maintain our focus on the safety and care of residents, we also find inspiration and solace from the many stories we are hearing about how frontline employees, working hand-in-hand with families, are making sure, through all this, there continue to be wonderful moments of light and laughter. Stories of people helping people, bringing socialization and happiness during isolation. In fact, that's how we start our meetings – by sharing a positive story.

Like at our Portsmouth Retirement Residence in Winnipeg, where our receptionist colluded with a family to help a 90-year old resident share his 90th birthday and 75th anniversary celebration with his kids and grandkids from his balcony. Or Baywoods Place Long Term Care Home in Hamilton, Ontario, where the staff are using music to educate about COVID-19, including singing their new song "I want to wash my hands all night" to the tune of "Rock and Roll All Night" by KISS. Or Briarfield Gardens, where they created a special "birthday restaurant" area where residents can celebrate their birthday with a special menu, while family join the celebration from outside.

There are specially decorated coffee/snack carts, including one at Leaside Retirement residence in Toronto that is dubbed "Happy Cart, Happy Heart" and includes music that generates impromptu dancing at the resident room doors. The staff at Riverbend Retirement Residence recently embraced their own shaggy locks for "Quarantine Hair Day" in solidarity with our residents who are really missing their hair dressers. They delivered cupcakes to residents and shared laughs and stories of bad hair days. A door decorating contest at McKenzie Towne Retirement Residence in Calgary was a big hit, as was pajama day at Granite Landing Retirement Residence in Cambridge.



These are just a few examples of the positive things happening in the midst of the biggest challenge any of us has faced. There are also amazing shows of support from the community, like sidewalk chalk messages of hope, special drive-by parades, delivery of food for staff, and so much more.

As we dive into our third month of dealing with the worldwide pandemic, these stories remind us all that human connection remains powerfully important, and small acts of kindness will go a long way in helping us all get through this.

I'll continue to look forward to starting every meeting with a positive story, a story made possible thanks to the love and care of our frontline employees. I am so grateful to all of them.

Wash your hands, don't touch your face and stay well.

Sincerely,
Dr. Rhonda Collins
Chief Medical Officer, Revera Inc.