



June 19, 2020

Dear Residents, Families and Employees,

Across the country, we are starting to feel the effects of a slow return to 'normal' – or rather a 'new normal' – as restrictions begin to ease. My parents live in a Revera Retirement Residence in Ontario, and like many of you, I have been anxiously awaiting the day I could visit them in person again. I am relieved and grateful that public health authorities here have just started allowing visits, with appropriate restrictions in place to reduce any risk.

It's a welcome development happening at retirement residences and long term care homes across the country. The public health directives may differ by province, but re-introducing in-person visits is a step in the right direction; families and friends play such an important role in residents' quality of life and provide valuable caregiving and emotional support. I, for one, called my parents' residence and arranged for my scheduled visit right away.

It feels as if the warmer weather is ushering in a bit of a general reprieve, a moment to let our collective breath out. The tough reality, though, is that we're not out of the woods yet, and it's difficult to predict the trajectory and severity of a second and even a third wave. That's why many of us involved in the senior living sector are not only working on ease-back plans, but on taking the lessons learned over the past few months to further evolve our future approach.

At Revera, we're doing that in a number of ways, including engaging third-party data scientists and Artificial Intelligence (AI) experts to help us better understand the factors that contributed to outbreaks in certain homes. We're in constant contact with our government partners, encouraging them to use this opportunity to review the system and make it better, such as re-thinking the current staffing model in long term care. We're looking at how we can contribute to innovative approaches to screening, testing and tracing – so crucial with a highly contagious illness like COVID-19. We're analyzing the best way to recruit and retain more great people, people who share a passion for providing compassionate, excellent care and service to seniors.

This is just the beginning. As John F. Kennedy said "*Leadership and learning are indispensable to each other.*" I'm proud to be part of a leader in this sector, and even prouder to be one that stands ready to continuously learn and grow.

In the meantime, I will, like many of you, take the opportunity for an in-person connection with my parents. I know we'll have to be physically distant, and there will be rules to follow, but it's worth it to visit with them safely. I miss them, and I can't wait.



Be well. Stay safe. Stay strong.

Sincerely,

Thomas Wellner President & CEO, Revera Inc