



March 11, 2021

Dear Residents, Families and Employees,

Though it feels like COVID-19 has been with us much longer, the World Health Organization declared a global pandemic just one year ago. When I think back to that day, I think it is safe to say that none of us had a clear idea of what was in store. We knew it would be life-changing, but not to the extent it has proven to be.

For twelve long months, we have all dealt with extraordinary challenges at work and at home. Some have faced the virus' all-too-often serious impact on their health or the health of their loved ones. For others, there has been a steep financial security or mental health toll. We've missed our friends and family and we've changed how we live. Living through this moment in history continues to be incredibly tough for everyone.

How we respond during a crisis says a lot about who we are. For Revera, our guiding principle from day one has been to "do the right thing." I'm humbled and proud of what our team accomplished together, and particularly about how our employees braved this battle head on, going above and beyond to care for residents. Though it is not often reflected in mainstream media, we know that the heroes of this pandemic are the people who work in our sector, who showed up for work to support our residents and each other during the most difficult year most of us have ever experienced.

I am also sincerely grateful for the support, kindness and compassion that the families of our residents have shown to our staff. This has made a world of difference for all of us at Revera, particularly during the dark and emotionally draining days when Wave 1 and Wave 2 of the pandemic were peaking. You helped all of us, especially our dedicated frontline staff, to keep moving forward.

I'm also proud of the steps our company has taken to support our sector and the fight against COVID-19:

- Revera is a founding partner of the [CaRES Fund](#), which provides emergency funding for employees impacted by the pandemic including personal support workers, nurses, dietary aides and all frontline staff who have worked tirelessly to support our residents and each other. Through CaRES, Revera donated \$2.5M to 500 senior living sector workers. This grant program continues in 2021.
- Revera is a founding member and lead contributor of funds and expertise to the [Canadian Alliance to Protect and Equip Seniors Living \(CAPES\)](#) initiative, which was developed to address the shortage of PPE in our sector. As a founding partner in CAPES, we ensured tens of millions of pieces of PPE were delivered to smaller operators early in the pandemic.
- As part of our commitment to learning everything possible from our experience as an operator in wave one of the pandemic, Revera engaged an independent panel of experts to review data and provide key insights to help guide future planning. The Expert Panel's Report, [A Perfect Storm: The COVID-19 Experience for Revera and the Long Term Care Sector](#) was released on December 7, 2020. Last week, [I wrote a blog](#) that details how this data – echoed by recently-presented Ontario Government data - tells us we must focus on reducing community spread through infection prevention and control practices, surveillance testing for asymptomatic



carriers and vaccination efforts. It is also clear that we need to accelerate the redevelopment of aging long term care homes.

- Revera rapidly escalated its hiring practices early in the pandemic to ensure staffing levels during this uncertain time. Nearly 7,000 employees joined the Revera team between March 2020 and March 2021.

So here we are, one year after this all began. It's been a year of heartbreak and yet, also one of compassion, kindness and resilience. I'm encouraged that we can now see the light at the end of the tunnel, with four approved vaccines being rolled out to Canadians. I am grateful to our governments for prioritizing seniors in congregate living settings, frontline employees and essential caregivers to receive vaccines (note - you can follow Revera's site vaccine progress by visiting our recently launched vaccine trackers for our [long term care homes](#) and [retirement residences](#)). Vaccination is critically important; it's how we will protect one another going forward and how we will all return to a more normal way of life.

In the midst of the uncertainty of this pandemic, one thing remains certain. Standing together makes us stronger, and that's what we at Revera intend to keep doing.

Be well. Stay safe. Stay strong. Wear a mask.

Sincerely,

Thomas Wellner, President & CEO, Revera Inc