



May 10, 2021

Dear Revera Residents and Family Members,

At this time last year, we were in the grip of the deadly first wave of the pandemic; it was clear then that there were heroes amongst us, particularly the frontline health workers whose hard work, compassionate care and courage made a difference to so many elders. Time and again over the past many months these heroes have answered the call, and with this month's National Nursing Week (May 10-16) and Personal Support Worker (PSW) Day (May 19), we have a perfect opportunity to express our gratitude.

As a physician, I've been fortunate to work alongside countless talented nurses and PSWs, known in some provinces as Health Care Aides, over the years. They are the backbone of any integrated care team, including at Revera. In our long term care homes, for instance, they work together with the physicians, Director of Care and, importantly, the resident and their family, to provide the best possible care. We rely on our nurses for their clinical skills and training to support residents through their care journey, as well as their empathetic voice as they keep residents and families up to date. Our PSWs have a unique and special role in supporting residents through their day-to-day lives, such as dressing, eating, or simply socializing. It's incredible to see the bonds that develop through this compassionate caregiving.

Of course, through the pandemic, both nurses and PSWs have also been called upon in new and difficult ways. They have worked tirelessly to protect residents and their colleagues from a relentless, cruel virus. They have adapted to rapidly changing circumstances and stepped up when they themselves were at risk. They have answered the call with bravery and skill. We all owe them a debt of gratitude for everything they've done and continue to do.

The pandemic continues to take its toll through this third wave, and my heart is with those impacted. I take solace in the fact that there are far fewer outbreaks within seniors' congregate living during this wave. That's thanks to rapid vaccination of residents and staff, strong infection prevention control practices, proactive screening, testing and tracing programs, and the dedication of our staff.

So I am happy to take this opportunity to say thank you – to our nurses, to our PSWs, and to our entire team at every retirement residence and long term care home across Canada. I am proud to call you my colleagues.

Wash your hands, wear your mask, watch your distance – and get your vaccine!

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