



November 11, 2020

Dear Residents, Families and Employees,

This second wave of COVID-19 has been upon us for several weeks, and we are encountering new and often heartbreaking challenges every day. For Revera, nowhere was the challenge more acute over the past several days than in Winnipeg, where there is extremely high community spread and two of our long term care homes, The Maples and Parkview Place, are experiencing significant COVID-19 outbreaks that have claimed the lives of a number of residents. Our hearts ache for the families of those who have lost a loved one, and our staff who cared for them.

Sharing accurate and timely information is always critical and is especially so during this time. On Monday, November 9th, we learned that Revera inadvertently provided inaccurate information about staffing levels during a weekend news conference about The Maples. This was a terrible mistake and, once discovered, one we immediately corrected. We also apologized to the families of our residents, our residents themselves, and to all of the people of Manitoba. We wanted to reassure residents, families and the Winnipeg Regional Health Authority (WRHA) that it was not our intention to mislead them. I deeply regret this reporting mistake was made, and we will work tirelessly to regain the trust that has been strained. For a full recap of events and our response, I encourage you to read [Revera's media statement](#).

Acknowledging and owning this mistake is extremely important, which is why I want to address this situation directly with you.

Equally important is moving forward, particularly for our staff who are working tirelessly and our residents who need our care. Our focus continues to squarely be on caring for our residents and containing the spread of the virus. In Winnipeg, we are grateful that the WRHA will be providing additional staff; together with Red Cross personnel, they will provide some much-needed relief for our devoted but exhausted staff.

Across the Canadian Revera network, we will continue to fund staff surveillance testing to ensure we can identify asymptomatic carriers of COVID-19, and we will continue to reinforce our robust supply of PPE. Since the pandemic began in March, we have had an emergency recruitment program in place and have hired more than 2000 new staff. We have introduced additional infection control support at all of our homes, and we have invested in a pandemic response plan which includes a pandemic playbook for all of our sites.

In fighting COVID-19, we are stronger together. We appreciate the support of all of the health units we work with, and that of our residents, families and communities. Support, like trust, is something that is given, not taken. It is a gift we value, and I am writing today to confirm that we will continue to work hard to earn it.

Be well. Stay safe. Stay strong.



Sincerely,

Thomas Wellner President & CEO, Revera Inc