



November 17, 2020

Dear Residents, Families and Employees,

Last week, we paused to remember and salute the brave men and women who fought for our country and the freedoms we enjoy. We are fortunate to have a number of veterans in Revera retirement residences and long term care homes, and we are honoured to be part of their lives.

One of them is Mr. Bill Jarvis, who attended the Royal Military College in Kingston and served six years in the Royal Canadian Air Force. He holds an MBA from Western University, and spent his career in the business world, ultimately serving as CEO of his own IT research and consulting firm. Since 2013, he has lived at Revera's Northridge Long Term Care Home in Oakville, Ontario. His business acumen and strong belief in the power of innovative thinking made him a natural choice for Revera's first-ever long term care Resident Innovation Ambassador.

A recent stroke led Bill to resign this position, yet he still generously provides his time, expertise and insights to me and our team – always with a healthy dose of good humour. We asked him recently about how he is feeling about living in long term care during such a challenging time. Here's what he had to say.

Revera: *There's been a lot of conversation about long term care since the onset of the pandemic. As someone who lives in long term care, what would you want to tell people about it?*

Bill: Let me start this off by saying what I frequently say - all things considered, I'd rather be at Northridge than ANYWHERE else. This has been true since 2013; it's even more true now. The care I receive from all sources (nurses, PSWs, nutritionists, housekeeping, recreation, all levels of management and staff) has been, and continues to be, exemplary. They're all my heroes!

I'm often asked if I'm happy here, and I say "No, but I'm content! If I was happy, I'd be lying under a palm tree in Barbados, with a rum punch in my hand! However, under the circumstances, 'content' is a pretty good place to be!"

Revera: *What do you wish people would understand about living in long term care during the pandemic?*

Bill: I would only wish that outsiders could see and appreciate not only the valiant efforts of our front-line workers, but the enormous efforts being put out by behind-the-scenes management and staff who are continually striving to find better ways to care for us, protect us, and improve our physical and mental well-being. I'm fed up by the way that the media focuses on the negative aspects of LTC, tragic as they may sometimes be, and ignores the efforts of the thousands of people who really care about us as well.

I don't have to worry about my daily care or buying groceries and medications, I don't have to worry about protecting myself from the many thoughtless bozos who want to ignore necessary



restrictions in the outside world. In any case, I'm 83 years old, and have adopted a 'Que sera, sera' attitude that gets me by quite nicely.

Revera: *What advice would you have for public health leaders as they make decisions about long term care during the 'second wave'?*

Bill: I trust we will, in the long term, survive this pandemic, realizing that our survival depends on suspending many of the freedoms we're grown used to. Regardless of the negative shut-down effects on our economy, we have to accept that the often-selfish reactions of the general public require tough-minded, unflinching setting and enforcing of anti-virus rules for all of us.

It would also help if our governments and the media would also recognize the many truly good activities that are being carried out in the long term care sector. The continuing bleak reports can only be adding to the stressors that our residents, their families, and our caregivers are experiencing. As an extension of this, many, if not most, outsiders tend to think that they should just go ahead and make decisions for the elderly because we're obviously too feeble and confused to think for ourselves. Society should at least try to tap in to the wealth of ideas and opinions available from those who got us here!

I couldn't agree more, Bill. Your ideas and opinions have helped to make us a stronger organization, and we are grateful for it and of course, for your service to our country.

As we continue to navigate the challenging waters of the pandemic, it's important to hear from many voices, and to remind each other of the countless acts of good happening every day on the frontlines – acts that are making a positive difference in the lived experience of the seniors we serve.

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

Sincerely,

Thomas Wellner President & CEO, Revera Inc