

ANNUAL REPORT TO PARLIAMENT

Privacy Act

For the period from April 1st, 2021 to March 31st, 2022

REVERA INC.

Head Office:

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289-360-1200

289-360-1201

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ANNUAL REPORT TO PARLIAMENT

PRIVACY ACT

(APRIL 1ST, 2021 TO MARCH 31ST, 2022)

FOREWORD

This Annual Report to Parliament has been prepared in accordance with Section 72 of the Privacy Act (the "Act"). It is intended to describe how Revera Inc. ("Revera") administered its responsibilities in relation to the Act for the reporting period from April 1, 2021 to March 31, 2022 (the "reporting period").

Annual Reports are to be tabled in Parliament in accordance with section 72 of the Act.

MANDATORY REPORTING REQUIREMENTS

1. INTRODUCTION

1.1 SUMMARY

The purpose of the Act is to extend the present laws of Canada that protect the privacy of individuals with respect to their personal information held by a government institution and to provide individuals with a right of access to that information.

1.2 MANDATE

Revera is a leading owner, operator, investor in, and developer of the senior living sector. Through its portfolio of partnerships, Revera owns or operates more than 500 properties across Canada, the Unites States and the United Kingdom, serving more than 55,000 seniors. Revera offers seniors' apartments, independent living, assisted living, memory care, and long-term care. With approximately 50,000 employees dedicated to providing exceptional care and service, Revera provides seniors with choices that help them do more of the things that bring joy to their lives. Through Revera's Age is More program, Revera is committed to challenging ageism, Revera's social cause of choice.

2. STRUCTURE OF THE INSTITUTION TO FULFILL ITS RESPONSIBILITIES

Revera is a wholly-owned subsidiary of the Public Sector Pension Investment Board ("PSP Investments"). The Access to Information and Privacy (ATIP) Office at Revera consists of an Access to Information and Privacy Coordinator who is also Revera's Privacy Officer, and an Assistant Privacy Officer (Canadian Operations). There are no regional ATIP staff. There are no service agreements under section 73.1 of the Act to which Revera was party during the reporting period.

3. DELEGATION ORDER

Revera Inc., a wholly-owned subsidiary of Public Sector Pension Investment Board, and its Wholly-Owned Subsidiaries

Delegation Order ("Order")
(section 95(1), Access to Information Act,
R.S.C. 1985, c. A-1, as amended and section 73, Privacy Act, R.S.C. 1985, c. P-21, as amended)

- This Order may be cited as the "Revera Inc. and wholly-owned subsidiaries of Revera Inc. Head of Institution Delegation Order pursuant to the Access to Information Act and Privacy Act".
- 2. Pursuant Section 95(1) of the Access to Information Act and Section 73 of the Privacy Act, the undersigned, acting in his capacity of head of Revera Inc. and its Wholly-Owned Subsidiaries in existence as of the date of this Order as well as those which may hereafter be established (the "Government Institutions"), hereby designates the person holding the position set out in the schedule set forth in Section 4 below, or the person occupying on an acting basis this position, to exercise his powers, duties and functions, under the provisions of the Acts and related regulations set out in the schedule opposite the position. This Delegation Order replaces all previous delegation orders for the Government Institutions.
- For the purposes of this Order, "Wholly-Owned Subsidiaries" shall include all Canadian whollyowned subsidiaries of Revera Inc. which are corporations, with the exception of those subsidiaries with their own heads.
- Schedule

Position Access to Information Act and Regulations

Access to Information Full authority
and Privacy

Coordinator

Access to Information Full authority
Full authority
Full authority

This Delegation Order has been made at Mississauga, on the 21st day of June, 2019.

Thomas G. Wellner

President and Chief Executive Officer

4. INTERPRETATION OF THE STATISTICAL REPORT

Revera did not receive any privacy requests under the Act during this reporting period. This is consistent with the previous reporting period. Due to the limited number of privacy requests received, no meaningful trends can be identified.

No active requests are outstanding from previous reporting periods.

No active complaints are outstanding from previous reporting periods.

No consultations were received or completed during this reporting period.

COVID-19 did not have an impact on Revera's ability to fulfill its responsibilities under the Act.

The completed Statistical Report and Supplemental Statistical Report on the Privacy Act for 2021-2022 are attached.

5. PRIVACY-RELATED EDUCATION AND TRAINING ACTIVITIES UNDERTAKEN BY PRIVACY STAFF AND PROVIDED TO INSTITUTION'S EMPLOYEES

During the reporting period, Revera's online privacy training module on Revera's institutional privacy policy was completed by 328individuals at Revera's corporate support office. It was also completed by 3,267 employees of retirement residences managed by Revera. The significant uptake in employees' compliance with the privacy training module since the last reporting period was owing to a re-launch of the training module on Revera's intranet which was previously experiencing an error with campaign and notification functionalities.

6. OVERVIEW OF NEW AND/OR REVISED INSTITUTIONAL PRIVACY ACT RELATED POLICIES AND PROCEDURES IMPLEMENTED DURING THE REPORTING PERIOD

Revera did not implement any new or revised privacy policies, guidelines, procedures, or initiatives during the reporting period.

PSP Investments developed an internal procedure for handling Privacy requests in September 2007 upon becoming subject to the Act. As part of an annual revision process, the procedure was revised on January 15, 2013. The same procedure is also applied for any privacy requests that may be received by Revera.

7. COMPLAINTS AND/OR INVESTIGATIONS

Revera did not receive any complaints and no audits or investigations were concluded under the Act during the reporting period.

8. MONITORING

In the ordinary course of its business, Revera very rarely receives privacy requests or requests for the correction of personal information under the Act. As a result, there is no formal procedure in place to monitor the time taken to process these requests and the level of officials advised. Generally, when privacy requests or requests for the correction of personal information are received, the Privacy Officer or Assistant Privacy Officer monitors the time taken to process these requests manually. The time taken to process these requests is then recorded in tracking charts maintained by the ATIP Office.

9. MATERIAL PRIVACY BREACHES

No material privacy breaches were reported to the Office of the Privacy Commissioner and to the Information and to the Treasury Board of Canada Secretariat (Information and Privacy Policy Division) during the reporting period.

10. PRIVACY IMPACT ASSESSMENT

No Privacy Impact Assessments were completed during the reporting period.

11. DISCLOSUREOF PERSONAL INFORMATION

During the reporting period, Revera did not make any disclosures of personal information pursuant to paragraph 8(2)(m) of the Act.



Statistical Report on the *Privacy Act*

Name of institution:	Revera Inc.		
Reporting period:	4/1/2021	to	3/31/2022

Section 1: Requests Under the *Privacy Act*

1.1 Number of requests received

		Number of Requests
Received during reporting period	0	
Outstanding from previous reporting periods	0	
Outstanding from previous reporting period	0	
Outstanding from more than one reporting period	0	
Total		0
Closed during reporting period		0
Carried over to next reporting period		0
Carried over within legislated timeline	0	
Carried over beyond legislated timeline	0	

1.2 Channels of requests

Source	Number of Requests
Online	0
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	0

Section 2: Informal requests

2.1 Number of informal requests

		Number of Requests
Received during reporting period		0
Outstanding from previous reporting periods		0
Outstanding from previous reporting period	0	
Outstanding from more than one reporting period	0	
Total		0
Closed during reporting period		0
Carried over to next reporting period		0

2.2 Channels of informal requests

Source	Number of Requests
Online	0
E-mail	0
Mail	0
In person	0
Phone	0
Fax	0
Total	0

2.3 Completion time of informal requests

	Completion Time									
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total			
0	0	0	0	0	0	0	0			

2.4 Pages released informally

Less Than 100 Pages Released		100-500 Pages Released		501-1000 Pages Released		1001-5000 Pages Released		More Than 5000 Pages Released	
Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released	Number of Requests	Pages Released
0	0	0	0	0	0	0	0	0	0

Section 3: Requests Closed During the Reporting Period

3.1 Disposition and completion time

		Completion Time						
Disposition of Requests	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

3.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	0	22(1)(a)(ii)	0	23(b)	0
19(1)(b)	0	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	0	22(1)(b)	0	24(b)	0
19(1)(d)	0	22(1)(c)	0	25	0
19(1)(e)	0	22(2)	0	26	0
19(1)(f)	0	22.1	0	27	0
20	0	22.2	0	27.1	0
21	0	22.3	0	28	0
	•	22.4	0		•

3.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
69(1)(a)	0	70(1)	0	70(1)(d)	0
69(1)(b)	0	70(1)(a)	0	70(1)(e)	0
69.1	0	70(1)(b)	0	70(1)(f)	0
		70(1)(c)	0	70.1	0

3.4 Format of information released

Paper	E-record	Data set	Video	Audio	Other
0	0	0	0	0	0

3.5 Complexity

3.5.1 Relevant pages processed and disclosed for <u>paper</u> and <u>e-record</u> formats

Number of Pages Processed	Number of Pages Disclosed	Number of Requests
0	0	0

3.5.2 Relevant pages processed by request disposition for <u>paper</u> and <u>e-record</u> formats by size of requests

	Less Th Pages Pr		100- Pages Pr		501-1 Pages Pro		1001- Pages Pro			han 5000 rocessed
Disposition	Number of Requests	Pages Processed								
All disclosed	0	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

3.5.3 Relevant minutes processed and disclosed for <u>audio</u> formats

Number of Minutes Processed	Number of Minutes Disclosed	Number of Requests
0	0	0

3.5.4 Relevant minutes processed per request disposition for <u>audio</u> formats by size of requests

	Less than 60 Minut	es processed	60-120 Minutes	processed	More than 120 Minutes processed	
Disposition	Number of requests	Minutes Processed	Number of requests	Minutes Processed	Number of requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Total	0	0	0	0	0	0

3.5.5 Relevant minutes processed and disclosed for <u>video</u> formats

Number of Minutes	Number of Minutes	
Processed	Disclosed	Number of Requests
0	0	0

3.5.6 Relevant minutes processed per request disposition for video formats by size of requests

Less than 60 Minutes processe		es processed	60-120 Minutes p	rocessed	More than 120 Minutes processed	
Disposition	Number of requests	Minutes Processed	Number of requests	Minutes Processed	Number of requests	Minutes Processed
All disclosed	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0
All exempted	0	0	0	0	0	0
All excluded	0	0	0	0	0	0

Request abandoned	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0
Total	0	0	0	0	0	0

3.5.7 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0
Total	0	0	0	0	0

3.6 Closed requests

3.6.1 Number of requests closed within legislated timelines

Number of requests closed within legislated timelines	0
Percentage of requests closed within legislated timelines (%)	0

3.7 Deemed refusals

3.7.1 Reasons for not meeting legislated timelines

	Principal Reason			
Number of requests closed past the legislated timelines	Interference with operations / Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

7	
	Total
1	0
1	0
J	0
ļ	0
	0
	0
1	0
_	
	Other

3.7.2 Request closed beyond legislated timelines (including any extension taken)

Number of days past legislated timelines	Number of requests past legislated timeline where no extension was taken	Number of requests past legislated timeline where an extension was taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

3.8 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Section 4: Disclosures Under Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
0	0	0	0

Section 5: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	0
Requests for correction accepted	0
Total	0

Section 6: Extensions

6.1 Reasons for extensions

		15(a)(i) Interferenc	e with operations	15 (a)(ii) Consultation				
	Further review							15(b)
	required to				Cabinet			Translation
Number of requests where an	determine	Large volume of	Large volume of	Documents are	ConfidenceSection			purposes or
extension was taken	exemptions	pages	requests	difficult to obtain	(Section 70)	External	Internal	conversion
0	0	0	0	0	0	0	0	0

6.2 Length of extensions

		15(a)(i) Interferenc	e with operations		15 (a)(ii			
Length of Extensions	Further review required to determine exemptions	Large volume of pages	Large volume of requests	Documents are difficult to obtain	Cabinet ConfidenceSection (Section 70)	External	Internal	15(b) Translation purposes or conversion
1 to 15 days	0	0	0	0	0	0	0	0
16 to 30 days	0	0	0	0	0	0	0	0
31 days or greater								0
Total	0	0	0	0	0	0	0	0

Section 7: Consultations Received From Other Institutions and Organizations

7.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	0	0	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	0	0	0	0
Closed during the reporting period	0	0	0	0
Carried over within negotiated timelines	0	0	0	0
Carried over beyond negotiated timelines	0	0	0	0

7.2 Recommendations and completion time for consultations received from other Government of Canada institutions

	N	Number of Days Required to Complete Consultation Requests									
Recommendation	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to	181 to 365 Days	More Than 365 Days	Total			
Disclose entirely	0	0	0	0	0	0	0	0			
Disclose in part	0	0	0	0	0	0	0	0			
Exempt entirely	0	0	0	0	0	0	0	0			
Exclude entirely	0	0	0	0	0	0	0	0			
Consult other institution	0	0	0	0	0	0	0	0			
Other	0	0	0	0	0	0	0	0			
Total	0	0	0	0	0	0	0	0			

7.3 Recommendations and completion time for consultations received from other organizations outside the Government of Canada

Number of days required to complete consultation reque								
Recommendation	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Section 8: Completion Time of Consultations on Cabinet Confidences

8.1 Requests with Legal Services

	Fewer TI Pages Pro			100-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
Number of Days	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	
1 to 15	0	0	0	0	0	0	0	0	0	0	
16 to 30	0	0	0	0	0	0	0	0	0	0	
31 to 60	0	0	0	0	0	0	0	0	0	0	
61 to 120	0	0	0	0	0	0	0	0	0	0	
121 to 180	0	0	0	0	0	0	0	0	0	0	
181 to 365	0	0	0	0	0	0	0	0	0	0	
More than 365	0	0	0	0	0	0	0	0	0	0	
Total	0	0	0	0	0	0	0	0	0	0	

8.2 Requests with Privy Council Office

	Fewer Ti Pages Pro		100–500 Proce	•	501-1 Pages Pro		1001- Pages Pro			nan 5000 rocessed
Number of Days	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed						
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Section 9: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
0	0	0	0	0

Section 10: Privacy Impact Assessments (PIAs) and Personal Information Banks (PIBs)

10.1 Privacy Impact Assessments

Number of PIAs completed	0
Number of PIAs modified	0

10.2 Institution-specific and Central Personal Information Banks

Personal Information Banks	Active	Created	Terminated	Modified
Institution-specific	2	0	0	0
Central	0	0	0	0
Total	2	0	0	0

Section 11: Privacy Breaches

11.1 Material Privacy Breaches reported

Number of material privacy breaches reported to TBS	0
Number of material privacy breaches reported to OPC	0

11.2 Non-Material Privacy Breaches

Number of non-material privacy breaches	0

Section 12: Resources Related to the Privacy Act

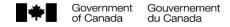
12.1 Allocated Costs

Expenditures		Amount
Salaries		\$15,000
Overtime	Overtime	
Goods and Services	Goods and Services	
Professional services contracts	\$0	
Other	\$0	
Total		\$15,000

12.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	0.100
Part-time and casual employees	0.000
Regional staff	0.100
Consultants and agency personnel	0.000
Students	0.000
Total	0.200

Note: Enter values to three decimal places.



Supplemental Statistical Report on the Access to Information Act and the Privacy Act

Name of institution:	Revera Inc.			
Reporting period:	2021-04-01	to	2022-03-31	

Section 1: Capacity to Receive Requests under the Access to Information Act and the Privacy Act

Enter the number of weeks your institution was able to receive ATIP requests through the different channels.

	Number of Weeks
Able to receive requests by mail	2
Able to receive requests by email	52
Able to receive requests through the digital request service	51

Section 2: Capacity to Process Records under the Access to Information Act and the Privacy Act

2.1 Enter the number of weeks your institution was able to process paper records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Paper Records	0	52	0	52
Protected B Paper Records	0	52	0	52
Secret and Top Secret Paper Records	0	52	0	52

2.2 Enter the number of weeks your institution was able to process electronic records in different classification levels.

	No Capacity	Partial Capacity	Full Capacity	Total
Unclassified Electronic Records	0	9	43	52
Protected B Electronic Records	0	9	43	52
Secret and Top Secret Electronic Records	0	9	43	52



Section 3: Open Requests and Complaints Under the Access to Information Act

3.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are Beyond Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	0	0	0

Row 8, Col. 3 of Section 3.1 must equal Row 7, Col. 1 of Section 1.1 of the 2021-2022 Statistical Report on the *Access to Information Act*

3.2 Enter the number of open complaints with the Information Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	0

Section 4: Open Requests and Complaints Under the Privacy Act

4.1 Enter the number of open requests that are outstanding from previous reporting periods.

Fiscal Year Open Requests Were Received	Open Requests that are <i>Within</i> Legislated Timelines as of March 31, 2022	Open Requests that are <i>Beyond</i> Legislated Timelines as of March 31, 2022	Total
Received in 2021-2022	0	0	0
Received in 2020-2021	0	0	0
Received in 2019-2020	0	0	0
Received in 2018-2019	0	0	0
Received in 2017-2018	0	0	0
Received in 2016-2017	0	0	0
Received in 2015-2016 or earlier	0	0	0
Total	0	0	0

Row 8, Col. 3 of Section 4.1 must equal Row 7, Col. 1 of Section 1.1 of the 2021-2022 Statistical Report on the *Privacy Act*

4.2 Enter the number of open complaints with the Privacy Commissioner of Canada that are outstanding from previous reporting periods.

Fiscal Year Open Complaints Were Received by Institution	Number of Open Complaints
Received in 2021-2022	0
Received in 2020-2021	0
Received in 2019-2020	0
Received in 2018-2019	0
Received in 2017-2018	0
Received in 2016-2017	0
Received in 2015-2016 or earlier	0
Total	0

Section 5: Social Insurance Number (SIN)

Did your institution receive authority for a new collection or new consistent use	
of the SIN in 2021-2022?	No