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Revera Inc.

Table of Contents

General Information

- [Background](#)
- [Responsibilities](#)

Institutional Functions, Programs and Activities

- [Manuals](#)

Additional Information

- [Reading Room](#)

General Information

Background

Revera Inc. is a wholly owned subsidiary of the Public Sector Pension Investment Board (PSP Investments) since 2006. PSP Investments is a Crown corporation established by Parliament by the *Public Sector Pension Investment Board Act* in 1999.

Responsibilities

Revera Inc. is a leading provider of seniors' accommodation, care and services; built on a 50-year history of helping seniors live life to the fullest. Our 30,000 dedicated employees continually strive to service a diverse group of clients and to meet their individual preferences. We work to enhance lives through our range of leading home care services or in one of our retirement communities, long term care homes and nursing and rehabilitation centres. Canadian-owned and operated, Revera Inc. services approximately 30,000 clients every day, with the core values of respect, integrity, compassion and excellence at the heart of our business.

Institutional Functions, Programs and Activities

Revera Inc. operates in an integrated, interdisciplinary organizational structure whose corporate mandate is to provide direction, support and services to the various units which operate the core business of the company: the provision of accommodation, care and services to predominantly the seniors' population of Canada and the United States through its long term care homes, retirement residences and home care operations.

REVERA INC. INTERNAL SERVICES

Internal Services are groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of Revera Inc. Internal Services include only those activities and resources that apply across Revera Inc. and not to those provided specifically to investment activities.

REVERA INC. ACQUISITION SERVICES

Revera Inc. Acquisition Services involve activities undertaken to acquire a good or service to fulfill a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

- [Procurement and Contracting](#)
 - [Professional Services Contracts](#)

REVERA INC. COMMUNICATIONS SERVICES

Revera Inc. Communications Services involve activities undertaken to ensure that communications are effectively managed, well-coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public - internal or external - receives relevant and pertinent information.

- [Communications](#)
 - [Internal Communications](#)
 - [Public Communications](#)

REVERA INC. FINANCIAL MANAGEMENT

Revera Inc. Financial Management Services involve activities undertaken to ensure the prudent use of Revera Inc. resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

- [Financial Management](#)
 - [Accounts Payable](#)
 - [Accounts Receivable](#)

REVERA INC. HUMAN RESOURCES MANAGEMENT

Revera Inc. Human Resources Management Services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations comply with applicable laws, regulations, policies, and/or plans.

- [Awards \(Pride and Recognition\)](#)
 - [Recognition Policy](#)
- [Classification of Positions](#)
 - [Staffing](#)
- [Compensation and Benefits](#)
 - [Attendance and Leave](#)
 - [Pay and Benefits](#)
- [Employment Equity and Diversity](#)
 - [Employment Equity and Diversity](#)
- [Hospitality](#)
 - [Hospitality](#)
- [Human Resources Planning](#)
 - [Human Resources Planning](#)
 - [Workplace Daycare](#)
- [Labour Relations](#)
 - [Canadian Human Rights Act-Complaints](#)
 - [Discipline](#)
 - [Harassment](#)
 - [Internal Disclosure of Wrongdoing in the Workplace](#)
 - [Values and Ethics Code for the Public Service](#)
 - [Grievances](#)
- [Occupational Health and Safety](#)

- [Employee Assistance](#)
- [Harassment](#)
- [Occupational Health and Safety](#)
- [Vehicle, Ship, Boat and Aircraft Accidents](#)
- [Official Languages](#)
 - [Official Languages](#)
- [Performance Management Reviews](#)
 - [Discipline](#)
 - [Performance Management Reviews](#)
- [Recruitment and Staffing](#)
 - [Applications for Employment](#)
 - [Employee Personnel Record](#)
 - [Personnel Security Screening](#)
 - [Staffing](#)
 - [Values and Ethics Code for the Public Service](#)
- [Relocation](#)
 - [Relocation](#)
- [Training and Development](#)
 - [Training and Development](#)

REVERA INC. INFORMATION MANAGEMENT

Revera Inc. Information Management Services involve activities undertaken to achieve efficient and effective information management to support service delivery; foster informed decision making; facilitate accountability, transparency, and collaboration; and preserve and ensure access to information and records.

- [Information Management](#)
 - [Automated Document, Records and Information Management Systems](#)

REVERA INC. INFORMATION TECHNOLOGY

Revera Inc. Information Technology Services involve activities undertaken to achieve efficient and effective use of information technology to support priorities and service delivery and to increase productivity.

- [Information Technology](#)
 - [Electronic Network Monitoring](#)

REVERA INC. LEGAL SERVICES

Revera Inc. Legal Services involve activities undertaken to enable the pursuit of priorities and objectives within a legally sound framework.

- [Legal Services](#)

REVERA INC. MANAGEMENT AND OVERSIGHT SERVICES

Revera Inc. Management and Oversight Services involve activities undertaken for determining strategic direction, and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations comply with applicable laws, regulations, policies, and/or plans.

- [Cooperation and Liaison](#)
 - [Outreach Activities](#)
- [Executive Services](#)
 - [Executive Correspondence](#)
- [Internal Audit and Evaluation](#)
 - [Internal Audit](#)
- [Planning and Reporting](#)

REVERA INC. MATERIAL SERVICES

Revera Inc. Material Services involve activities undertaken to ensure that material can be managed in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of services.

- [Materiel Management](#)
 - [Vehicle, Ship, Boat and Aircraft Accidents](#)

REVERA INC. PROPERTY MANAGEMENT

Revera Inc. Property Management involves activities undertaken to ensure real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of services.

- [Real Property Management](#)

REVERA INC. TRAVEL AND OTHER ADMINISTRATIVE SERVICES

Revera Inc. Travel and Other Administrative Services include travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

- [Access to Information and Privacy](#)
 - [Access to Information and Privacy](#)

- [Administrative Services](#)
 - [Parking](#)
- [Boards, Committees and Councils](#)
 - [Members of Boards, Committees and Councils](#)
- [Business Continuity Planning](#)
 - [Business Continuity Planning](#)
- [Disclosure to Investigative Bodies](#)
 - [Disclosure to Investigative Bodies](#)
- [Security](#)
 - [Identification and Building-Pass Cards](#)
 - [Internal Disclosure of Wrongdoing in the Workplace](#)
 - [Personnel Security Screening](#)
 - [Security Incidents](#)
 - [Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes](#)
- [Travel](#)
 - [Travel](#)

Manuals

- Access to Information Procedure
- Privacy Act Procedure

Additional Information

Please see the Introduction to this publication for information on access procedures under the provisions of the Access to Information Act and the Privacy Act.

For additional information about the programs and activities of Revera Inc., please contact:

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Access to Information and Privacy Coordinator
Telephone: (289) 360-1200
Email: Frank.Cerrone@reveraliving.com

Reading Room

In accordance with the Access to Information Act, an area on the premises of this institution has been designated as a public reading room. The address is:

Revera Inc.
55 Standish Court, 8th Floor
Mississauga, Ontario