

# Info Source

## Sources of Federal Government and Employee Information

Revera Inc.  
March 27 2026

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# General Information

## Introduction to *Info Source*

Info Source describes the programs and activities, and the information holdings related to programs and activities, of government institutions subject to the [Access to Information Act](#) to facilitate the right of access. It also provides individuals, including current and former employees of the Government of Canada, with relevant information to access personal information about themselves held by government institutions subject to the [Privacy Act](#) and to exercise their rights under the Privacy Act.

An [index of institutions](#) that are subject to the Access to Information Act and the Privacy Act is available centrally.

The Access to Information Act and the Privacy Act assign overall responsibility to the President of Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

## Background

Revera Inc. has been a wholly owned subsidiary of the [Public Sector Pension Investment Board](#) (<http://www.investpsp.ca>) (PSP Investments) since 2006. PSP Investments is a Crown corporation established by Parliament by the *Public Sector Pension Investment Board Act* in 1999. PSP Investments reports to Parliament through the President of the Treasury Board, who is responsible for PSP Investments' legislation, and includes certain information about Revera in its report.

## Responsibilities

Revera Inc. specializes in managing high-quality senior living real estate assets in Canada and the United States.

With deep roots in this evolving sector, we understand seniors' unique needs and preferences. We drive to enrich their residential experience through strategic investments in vibrant senior living communities.

# Institutional Functions, Programs and Activities

## Institution-specific content

Revera Inc.'s corporate mandate is to manage real estate assets in Canada and the United States. Revera Inc. has engaged managers to run the day-to-day operations of the senior care business, which is the provision of accommodation, care and services to predominantly the seniors' population through its long-term care homes and retirement residences.

## Resident Records

**Description:** Includes care plans, progress notes, admission agreements, and other documents provided to us by residents or their families. These may include Power of Attorney documents, living wills, etc.

**Document Types:** Correspondence, Notes, Agreements, Other.

**Record Number:** REV 001

## 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 or amending a contract.

- [Procurement and Contracting Class of Records](#)
  - [Professional Services Contracts Personal Information Bank](#)

#### 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 Class of Record](#)
  - [Internal Communications Personal Information Bank](#)
  - [Public Communications Personal Information Bank](#)

#### REVERA INC. FINANCIAL MANAGEMENT SERVICES

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 Class of Records](#)
  - [Accounts Payable Personal Information Bank](#)
  - [Accounts Receivable Personal Information Bank](#)

#### 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 \(Pride and Recognition\) Class of Records](#)
  - [Recognition Personal Information Bank](#)
- [Classification of Positions Class of Records](#)
  - [Staffing Personal Information Bank](#)
- [Compensation and Benefits Class of Records](#)
  - [Attendance and Leave Personal Information Bank](#)
  - [Pay and Benefits Personal Information Bank](#)
- [Employment Equity and Diversity Class of Records](#)
  - [Employment Equity and Diversity Personal Information Bank](#)
- [Hospitality Class of Records](#)
  - [Hospitality Personal Information Bank](#)
- [Human Resources Planning Class of Records](#)
  - [Human Resources Planning Personal Information Bank](#)
- [Labour Relations Class of Records](#)
  - [Canadian Human Rights Act-Complaints Personal Information Bank](#)
  - [Discipline Personal Information Bank](#)

- [Harassment Personal Information Bank](#)
- [Internal Disclosure of Wrongdoing in the Workplace](#)
- [Values and Ethics Code for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Occupational Health and Safety Class of Records](#)
  - [Employee Assistance Personal Information Bank](#)
  - [Harassment Personal Information Bank](#)
  - [Occupational Health and Safety Personal Information Bank](#)
- [Performance Management Reviews Class of Records](#)
  - [Discipline Personal Information Bank](#)
  - [Employee Performance Management Program Personal Information Bank](#)
- [Recruitment and Staffing Class of Records](#)
  - [Applications for Employment Personal Information Bank](#)
  - [Employee Personnel Record Personal Information Bank](#)
  - [Personnel Security Screening Personal Information Bank](#)
  - [Staffing Personal Information Bank](#)
  - [Values and Ethic Code for the Public Sector and Organizational Code\(s\) of Conduct](#)
- [Relocation Class of Records](#)
  - [Relocation Personal Information Bank](#)
- [Training and Development Class of Records](#)
  - [Training and Development Personal Information Bank](#)

#### REVERA INC. INFORMATION MANAGEMENT SERVICES

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.

- [Access to Information and Privacy Class of Records](#)
  - [Access to Information Act and Privacy Act Requests Personal Information Bank](#)

#### REVERA INC. INFORMATION TECHNOLOGY SERVICES

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 Class of Records](#)
  - [Electronic Network Monitoring Personal Information Bank](#)

#### 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 Class of Records](#)

#### 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 Class of Records](#)

- [Outreach Activities Personal Information Bank](#)
- [Executive Services Class of Records](#)
  - [Executive Correspondence Personal Information Bank](#)
- [Internal Audit and Evaluation Class of Records](#)
  - [Internal Audit Personal Information Bank](#)
- [Planning and Reporting Class of Records](#)

#### 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.

- [Material Management Class of Records](#)

#### REVERA INC. REAL PROPERTY SERVICES

Revera Inc. Real Property Services 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 Class of Records](#)

#### 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.

- [Administrative Services Class of Records](#)
  - [Parking Personal Information Bank](#)
- [Boards, Committees and Councils Class of Records](#)
  - [Members of Boards, Committees and Councils Personal Information Bank](#)
- [Business Continuity Planning Class of Records](#)
  - [Business Continuity Planning Personal Information Bank](#)
- [Disclosure to Investigative Bodies Class of Records](#)
  - [Disclosure to Investigative Bodies Personal Information Bank](#)
- [Proactive Disclosure](#)
  - [Hospitality Personal Information Bank](#)
  - [Travel Personal Information Bank](#)
- [Security Class of Records](#)
  - [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
  - [Personnel Security Screening Personal Information Bank](#)
  - [Physical Access Controls Personal Information Bank](#)
  - [Security Incidents and Privacy Breach Personal Information Bank](#)
- [Travel Class of Records](#)
  - [Travel Personal Information Bank](#)

## Classes of Personal Information

Classes of personal information describe personal information which is not used for administrative purposes (a decision-making process that directly affects the individual to whom the personal information pertains) nor is it intended to be retrievable by personal identifiers. While conducting the activities of Revera Inc., categories of personal information may be accumulated which are not contained in specific information banks described in this chapter.

## Unsolicited Communications

Such information could include unsolicited opinions, enquiries, complaints, and general correspondence received from external organizations and individuals. The personal information contained in this class normally includes the name, and address of the individual; however, this form of personal information may exist in a fragmented form and may not always be retrievable by any personal identifier. The retention periods associated with these classes of personal information are consistent with the general subject files wherein they are stored.

## Manuals

For the purposes of Info Source, manuals are defined as instructions, handbooks or procedures used by employees to carry out institutional programs or activities that affect the general public. Manuals that meet this definition include:

- Access to Information Manual and Procedure
- Privacy Policy and Privacy Procedure Privacy Policy and related procedures

## Additional Information

For general information about making a request for access to information or personal information, see: [Make an access to information or personal information request.](#)

To make an informal request, contact:

Corporate Head Office  
Bay Adelaide Centre  
22 Adelaide Street West, Suite 2010  
Toronto, ON M5H 4E3  
T: 289-719-3101  
[www.reverainc.com](http://www.reverainc.com)

Revera Inc. conducts Privacy Impact Assessments (PIAs) to ensure that privacy implications will be appropriately identified, assessed and resolved before a new or substantially modified program or activity involving personal information is implemented. Summaries of completed PIAs are available.

Please see the Introduction to this publication for information on formal access procedures under the provisions of the Access to Information Act and the Privacy Act. The following outlines how to make a formal ATIP request.

Mail your letter or Access to Information Request Form (*Access to Information Act*) or Personal Information Request Form (*Privacy Act*), along with any necessary documents (such as consent or the \$5.00 application fee for a request under the *Access to Information Act*) to the following address:

Tricia Wade  
Bay Adelaide Centre  
22 Adelaide Street West, Suite 2010  
Toronto, ON M5H 4E3

Please note: Each request made to Revera Inc. under the *Access to Information Act* must be accompanied by an application fee of \$5.00, cheque or money order made payable to Revera Inc.

## Reading Room

In accordance with the *Access to Information Act* and *Privacy Act*, an area on the premises will be

made available should the applicant wish to review materials on site.

The address is:

Bay Adelaide Centre

22 Adelaide Street West, Suite 2010

Toronto, ON M5H 4E3