

# Chartwell's Management of COVID-19

As Canada's largest owner and operator of senior living communities, Chartwell has and continues to play a vital role in keeping our residents and our staff safe during these challenging times. Our employees have never been more dedicated to **Making People's Lives BETTER.**

## Safety and outbreak prevention protocols

Chartwell has always maintained strong infection control protocols. When the pandemic began, we put into place enhanced infection protocols—in some cases ahead of provincial and health authority directives—that allowed our communities to help protect residents and immediately address any COVID-19 outbreaks:



Regular surveillance of resident health



PPE available and required for staff



Visitor restrictions as required



Screening of visitors and staff



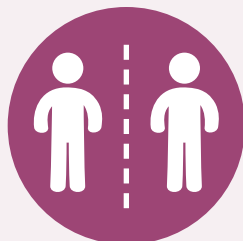
Enhanced infection prevention & control education for staff



Promotion of good hand hygiene and respiratory etiquette



Increased cleaning and disinfection of high-touch surfaces

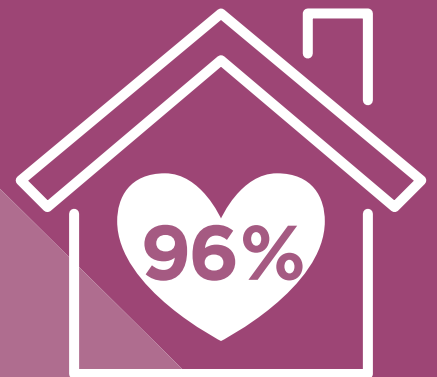


Physical distancing in dining rooms, common areas and elevators

## Did you know?

More than  
**3,000,000**  
pieces of PPE

were sourced by **Chartwell** to keep residents and staff safe, many of which were brought in before it was required by Public Health authorities.



OF RESIDENTS

felt their **Chartwell Residence** took

**IMPORTANT MEASURES**

to keep them safe during **COVID-19\***

\*Chartwell's 2020 "Listening to Serve You Better" Survey Results

## Chartwell's commitment

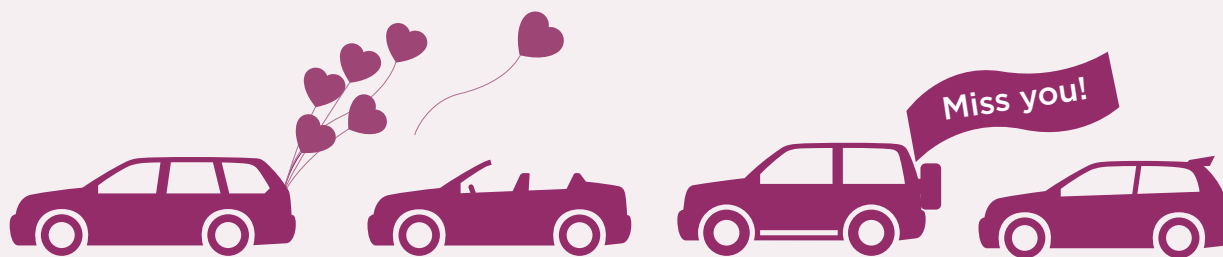
When the pandemic was announced in March, Chartwell quickly and decisively implemented the following initiatives to help support our residences:

- ✓ Implemented innovative ways to rapidly source PPE so staff had the equipment they needed early on
- ✓ Launched a proactive recruitment campaign to ensure consistent staffing
- ✓ Set up a 24/7 hotline with corporate specialists to support staff with questions
- ✓ Established a COVID-19 email hotline for families and the general public
- ✓ Posted transparent information on our website on outbreaks and COVID-19 response measures
- ✓ Sent out weekly email communications to families, residents and staff to provide proactive updates
- ✓ In July, launched a "Listening Tour" and survey for residents and families to collect feedback on future COVID-19 optimization

## Keeping residents connected

Chartwell staff were devoted to keeping residents engaged and connected to family through the pandemic while physical distancing measures were in place. Even while apart, our residents were never alone. Here are some of the ways residents remained social and entertained:

- Staff helped to set up video calls between residents and their families
- When not in outbreak, physical distancing dining experiences with fellow residents
- In-suite activities, mobile happy hours and treat deliveries
- Front lawn entertainment, hallway fitness classes and family car parades



## Did you know?

**1,500<sup>+</sup> X** 

employees have been hired by Chartwell during the course of the pandemic.

Through this uncertain time, Chartwell staff have worked hard to ensure our retirement communities are safe places to call home, while also offering a sense of community, social connection and engagement for the peace of mind of both residents and their families.

**Visit [Chartwell.com](https://www.chartwell.com) or call us at 1-855-461-0685 today to learn more.**