



A Note from our CEO

March 16, 2020

Today, more than ever the top priority of every member of the Chartwell organization is the safety and well-being of our residents and their families. We have significantly enhanced our already stringent infection control and management measures to minimize the transmission of the COVID-19 virus to and within our homes and to promote the health and safety of those living and working at Chartwell. That includes full compliance with recommendations of public health authorities, increased cleaning and disinfection practices, ongoing health monitoring of our residents, quarantine protocols and supports where necessary. We also restricted access to our homes to Essential Visitors only and require active screening for anyone who does enter our residences, including staff.

I know this means that our residents' families will not be able to see their loved ones at the time when the personal connection, family warmth and support are more important than ever. We made this decision because our residents have higher vulnerability to this virus and our primary goal must be to keep them safe. I want to assure families who may also themselves be in self-isolation, that their loved ones are supported in a safe environment and that we are committed to providing you with as much ongoing communication as possible in these circumstances.

Chartwell's residences' staff, with the outstanding support from our regional and corporate teams, are doing truly extraordinary work to serve, care for and support our residents during these trying times. I want to express my heartfelt thanks to all Chartwell employees for their tremendous efforts, commitment and dedication to Making People's Lives Better. I am confident that together we will succeed in overcoming this challenge through our combined efforts.

Vlad Volodarski
Chief Executive Officer