



A Note from our CEO

March 27, 2020

The rapid spread of COVID-19 in Canada over the past week reinforces the necessity for urgent and decisive response strategies. This is especially important for us at Chartwell as we care for some of the most vulnerable people to COVID-19. Our main focus continues to be the safety and well-being of our residents and our staff.

Chartwell has always maintained strong infection control and management protocols and practices. In response to COVID-19, we moved rapidly to significantly enhance and complement these practices and protocols. Additional measures include restricted access to our homes to essential visitors, staff and service providers only, active screening of anyone entering a property, including staff, enhanced cleaning and disinfection procedures, restrictions on community events, social distancing, special dining arrangements, and many other measures. We have increased health monitoring of our residents and follow all directions of public health and relevant government authorities. We are also ensuring that we have appropriate personal protective equipment and supplies available for staff when needed.

We are a People Business. Chartwell residences are home to 28,000 seniors in over 200 locations. We operate 24 hours a day, 7 days a week, 365 days a year.

Our residents choose to live in a retirement residence to not only feel supported but also engaged and connected. That is what differentiates senior living from living alone. Our residents know that someone is always there for them, whether a friend or neighbor within the residence, or our staff who not only see their jobs as delivering services and care but to also live up to Chartwell's vision of Making People's Lives Better.

The restriction on various residences' activities implemented in response to the COVID-19 pandemic has significantly impacted our residents' lives and those of their families. To mitigate this impact, our staff has been working in many inspirational ways to develop social-isolation approaches to daily tasks for our residents and to create activities that minimize the risk of transmission, while also ensuring the residents feel cared for, engaged, and part of a community during this difficult time. The acts of kindness and genuine compassion that I have seen from our staff in the past few weeks along with the words of appreciation and the expressions of gratitude from our residents and their loved ones to our staff, are what gives us hope, every day, as we care for our residents, and each other. We stand strong and will come out of this crisis even stronger together.

Vlad Volodarski
Chief Executive Officer