



A Note from our CEO

April 6, 2020

When Chartwell launched our vision of “Making People’s Lives Better” we knew it was a high standard. Today, as all Canadians face the uncertainties and risks of COVID-19, we believe upholding this high standard is more important than ever.

To our residents:

I know that the safety measures we put in place at our residences such as restrictions of group activities, non-essential visits, modifications to your dining arrangements and restrictions on your ability to leave the residence have had a significant impact on the quality of your lives. The only reason for these measures is your safety and that of your family and our staff. I thank you for your understanding. Also, I thank you for the overwhelming encouragement and support you are giving to our employees daily. Our employees are doing everything they can to keep you safe and healthy and your words of recognition and support are more valuable now than ever. I ask for your patience and ongoing strict compliance with our safety measures so that we can keep you, your loved ones and our employees healthy.

To families of our residents:

Please know that your loved ones are cared for in a supportive community where acts of kindness and connections still take place every day, often in beautifully creative ways. I know how difficult it is to not be able to visit your loved ones or have them visit you. Please understand that in this pandemic having your loved one leave the residence creates a much heightened risk of the virus transmission for them and for all residents and staff at the residence. I ask you for your understanding and compliance. Thank you for your trust in Chartwell and for the frequent expressions of appreciation and gratitude.

To our employees:

You are our heroes. The stories of so many of you going above and beyond the regular call of duty during this crisis are truly inspirational. Thank you for your tremendous efforts, commitment and resiliency during this difficult time. Thank you for putting your residents first in all you do and for looking after each other. Thank you for lifting each other up and being each other’s support.

Our commitment to you is to create a safe and respectful work environment, provide you with the necessary training and equipment, ensure we are clear and meaningful in our direction and support and try our best to provide work arrangements that meet your needs during these extraordinary times.

Thank you for **Making Peoples’ Lives Better** every day and especially now. I am confident that together we will prevail and come out of this pandemic stronger.

Vlad Volodarski
Chief Executive Officer