



A Note from our CEO

May 27, 2020

After 10 weeks of strict safety measures and economic shutdowns, the gradual lifting of restrictions has begun across the country. We know it will be a much more cautious reopening for retirement and long term care residences and that it will be based on carrying forward the learnings of the first wave of the pandemic to continue minimizing the risk of transmission to our residents and staff.

We offer our appreciation to all Chartwell employees, residents, their families and members of our broader communities for adapting quickly to this new world of physical distancing, visitation restrictions and other enhanced infection prevention and control protocols. Most especially for consistently complying with all of these requirements and for supporting each other in these difficult circumstances.

However, the pandemic is not over and this virus will be with us for a while yet. We remain cautious and vigilant in our precautionary measures and safety protocols. We have always, and particularly during this pandemic, prioritized the health and well-being of our residents, families and staff over everything else. We will continue to do so going forward.

The Ontario government announced this week that it would be launching an independent commission into long-term care in September. While Ontario Long Term Care represents only 10% of Chartwell's business, our team has deep expertise and years of experience in this sector. We are looking forward to engaging with our industry association and health care partners in shaping the future of long term care in Ontario.

There is no standard but the highest standard for Chartwell. The only way to live up to that standard is through the sustained commitment of each and every one of our employees. No matter what anyone's individual job description says, at Chartwell, our collective job is Making People's Lives Better. In good times and through the challenges like we are experiencing today, our people always put our residents first.

Vlad Volodarski
Chief Executive Officer