



A Note from our CEO

June 23, 2020

These last few months have been uncharted waters for all of us as we have been navigating the almost constantly changing environment. It is encouraging to see provinces taking careful steps to reopen and people are becoming more hopeful that they will see their loved ones and friends, if not now, then in the very near future.

The dedication of our residences' leadership and staff, along with the decisive and urgent response of our corporate support teams, allowed us to quickly adapt to address the heightened risk this virus presented to our residents. By making early decisions to mandate personal protective equipment for staff, and implementing enhanced screening and disinfection procedures, modified dining and resident activities programs, we had often introduced new preventive measures before they were dictated by public health authorities. We were also able to quickly address staffing disruptions that the outbreaks created in some of our homes with our national recruitment campaign, deployment of corporate volunteers to some of our residences and collaborative work with staffing agencies and other partners in the health care system. I am grateful to all Chartwell people for the incredible work they have done and continue to do for our residents, their families and each other under these extreme conditions during the COVID-19 pandemic.

We did many things right and learned a lot in the process. Still, I know there is more to learn and there is always room to get better. In the spirit of continuous improvement, we are beginning a two-part campaign to gather specific feedback from our residents, their families and our employees on their experiences during this pandemic.

From July 13 to 31, 2020, we will be running online surveys of our residence staff, residents and their families. In these 'Listening to Serve You Better' surveys, we will ask specific questions related to Chartwell's management of COVID-19. In light of the exceptional circumstances in 2020, this survey will replace our annual Resident Satisfaction and Employee Engagement Surveys.

In addition, I will host a number of virtual sessions with small groups of our residents and family members representing our residences in each province where Chartwell operates. My goal is the same - to hear directly from people about their experiences during COVID-19, and to learn from their stories.

Vlad Volodarski
Chief Executive Officer