



A Note from our CEO

July 21, 2020

The COVID-19 pandemic has not only disrupted all our lives; it has also taught us many lessons. While we at Chartwell have learned a great deal during the past four months, we know that there is still more to learn that will help us to better prepare for the future.

To get this started, we have recently launched the **Listening to Serve You Better** online survey to our 15,000 employees and our 30,000 residents and their family members that asks questions specific to their experiences during the past four months.

In addition, to get more direct feedback, I have hosted several virtual sessions with residents and families from our residences in British Columbia, Alberta, Ontario (retirement), Ontario (long term care) and – later in July will host two virtual sessions with our Quebec residents and families. I know the feedback received from participants in these sessions will add invaluable context to the data we will receive from the online surveys.

So far, and unanimously, all participants have noted the exceptional dedication, compassion and creativity that our residence's staff demonstrated in keeping our residents safe, well cared for and engaged during these trying times. Participants also highlighted the speed of Chartwell's well-organized pandemic response and regular, timely and informative communications.

For me, the most important question posed to participants was "What should we do differently going forward?" I am pleased to have received some valuable and constructive suggestions related to resident and family engagement, dining and resident activities during a pandemic. These will be reviewed with our operating teams and implemented as applicable.

My sincere gratitude goes out to all participants for their time and willingness to share their feedback with us. Chartwell is their home, or an extension of their family, and their voice is invaluable to us as we continue to improve the Chartwell Experience. I am looking forward to continuing direct dialogue with our residents and families, virtually for now and, hopefully in person soon.

Vlad Volodarski
Chief Executive Officer