



A Note from our CEO

July 28, 2020

It is great to see the pandemic-related restrictions being gradually lifted across the country, allowing us to connect in person again with our family and friends. I am glad that after a long four-month wait, our residents can now spend time with their loved ones inside and outside of Chartwell residences.

In my “listening to serve you better” sessions with our residents and families, two messages were delivered very clearly. The first message was that they appreciated our decisive actions in the early days of the pandemic implementing various safety and communication protocols, including visitation restrictions. The second message was that these past four months of restrictions, with limited visitation and socialization, have been very difficult for the residents and families and that they are very happy now to be able to see their loved ones in person.

While I share their happiness, I am also worried. I see how countries most successful in fighting the first wave of the pandemic, like Australia and Israel for example, are now reporting record numbers of cases in their second wave. I also see the continuing struggles of the U.S. federal and state governments to bring the situation under control there. Make no mistake - the threat of COVID-19 remains very real. There is currently no vaccine, nor is there an effective treatment for those infected. As our societies continue to open, the risk of infection will increase.

Yes, we learned a great deal during the initial phase of the pandemic and I believe we are better prepared to fight it in the second phase; however, the risk of getting seriously ill from contracting the virus is heightened for people with pre-existing medical conditions, which many of our residents have. That is why I ask you all to continue to exercise extreme caution - wear a mask, practice hand hygiene, maintain physical distancing in public places and if appropriate, get a COVID-19 test. We are also focused on ensuring our employees continue to follow all required safety protocols.

You may be aware that public health authorities across the country continue to review and revise their definitions of what constitutes a COVID-19 outbreak. Please know that in all cases, public health requirements will be the minimum standard we will follow. At times, we may decide to enact enhanced safety precautions in excess of these requirements. In all such cases, the reasons for our decisions and actions will be clearly explained to our residents, families and staff.

I hope my worries prove to be unfounded. In the meantime, we will continue to exercise vigilance and become as prepared as possible for the second wave. I ask you all to please stay Chartwell strong and do the same.

Vlad Volodarski
Chief Executive Officer