



A Note from our CEO

July 31, 2020

Chartwell takes the safety and health of its residents, and staff, as our highest priority. This week, some media outlets chose to broadcast false allegations regarding staffing, care levels and pandemic transparency at Chartwell Bois-de-Boulogne. These allegations are false, misleading, and hurtful to all 15,000 Chartwell employees who show up daily to deliver services and care to 30,000 of our residents. Not only was it irresponsible to promote these undocumented accusations, but it amounted to an attack on our reputation by these media outlets.

Here are the facts:

1. Our residents at Chartwell Bois-de-Boulogne deserve and receive high quality services and care delivered by our dedicated employees.
2. We operate at full staffing levels necessary to deliver these services and care to our residents, in full compliance with all regulatory requirements, including maintenance of enhanced safety and infection control protocols.
3. There are currently no confirmed or suspected cases of COVID-19. All past cases were promptly reported to health authorities and on our web site. It should be noted that precautionary measures we undertook when we did have isolated COVID-19 cases at this residence, exceeded the requirements of public health authority.

The CIUSSS Nord-de-l'Île-de-Montréal and the Ministry of Health and Social Services conducted inspections at the home on July 30th to shed light on these accusations. Both of these resulted in no finding and many compliments from the inspectors towards management and staff at the residence.

These unverified accusations are an unfortunate distraction at a time when people must come together to combat one of the biggest challenges in our lives. Despite it we will continue to focus on safety and well-being of our residents, their families and staff.

We want to thank the employees at Chartwell Bois-de-Boulogne for all they are doing to keep our residents safe and well cared for.

Vlad Volodarski
Chief Executive Officer