



A Note from our CEO

August 4, 2020

As the pace of the COVID-19 pandemic slows down and provinces continue gradual lifting of restrictions and reopening their economies, we at Chartwell are taking time to reflect on our own learnings over the past five months. This process includes not only an internal review of our protocols and actions, but also receiving input from our residents, families and staff through online surveys and through virtual group sessions hosted by me. We called this program “Listening to Serve You Better”, because the ultimate goal for us is to continue to get better at what we do, including being prepared for a potential second wave of this pandemic. We expect the results of the online surveys to be available in September.

Over the past three weeks, I have hosted 12 virtual listening sessions across the country with residents and families of our retirement and long term care residences. Without exception, the participants praised the outstanding work our employees have been doing in keeping our residents safe, well cared for and even entertained despite the tremendous challenges posed by the restrictions. The selfless dedication to our residents’ wellbeing that our staff have, and continue to demonstrate, is a testament of what Chartwell stands for and I am tremendously grateful to our employees for this.

As I expected, the participants provided me with an invaluable insight into what their experiences were like over the past five months and identified a number of things, particularly in the areas of dining services and lifestyle programs, that we could do to make these experiences better. Our operations teams are now reviewing these suggestions and will incorporate many of them in our processes going forward.

I was inspired by several interesting themes that surfaced in my sessions. As one example, it was heartwarming for me to learn how our residents supported each other during these trying times. From delivering groceries and mail, to keeping each other company in person, and when it was not possible, virtually. Many of our residents found a purpose in helping others - a resident from Chartwell Stillwater, took it upon herself to call four of her isolated fellow residents daily to keep them company, help them to better understand protocols and activities taking place in the residence and to simply cheer them on during the quarantine period that was especially trying for them.

I am extremely grateful to all our residents for choosing Chartwell and for the initiative they take to make the lives of their fellow residents better. Making Peoples’ Lives Better is why Chartwell exists and our residents are clearly guided by the same principle.

Thank you. For Everything.

Vlad Volodarski
Chief Executive Officer