



A Note from our CEO

August 18, 2020

Chartwell is fortunate to have a Board of Directors (the “Board”) comprised of a diverse group of experienced business leaders committed to our collective success. Recently, we hosted our second quarter Board meeting and the quarterly meetings of its three committees - Audit, Investment, and Compensation Governance & Nominating. In addition to reviewing our operating, financial and investment results and approving our quarterly regulatory filings, the Board spent time discussing our various operating strategies, development, education and succession planning of our people, including the Board itself. The agenda also included an excellent presentation from our clinical teams on our infection prevention and control practices, how they evolved in the past five months, lessons learned and new measures being implemented in preparation for a potential second wave of the pandemic.

The Board specifically asked me to convey their appreciation and gratitude to all of you, our Chartwell employees, for your selfless commitment to do what is right, for your dedication to our vision of *Making Peoples’ Lives Better*, and for the extraordinary work you have been doing in the past five months. It is my honour and pleasure to do just that. Thank You!

I also want to thank the Board for their expert guidance, constructive feedback and unwavering support, especially in these difficult times.

In my recent conversations with residents and families, it became clear to me that Chartwell isn’t ‘like home’ - it IS home to 30,000 people across the country. I heard many heartwarming examples of new friendships that were formed between our residents, families, and staff, or existing friendships that grew stronger at Chartwell during the pandemic. The stories I heard were about people feeling connected, inspired and engaged because of the actions of other people; experiences people couldn’t get living on their own.

Our recently-launched public confidence campaign “Life is Better, Together” is inspired in part by these insights. It aims to help people understand the key differentiator that Chartwell offers – social experiences with people. It shows how, at Chartwell you can have friends on your doorstep, social experiences and interactions with people who are part of your daily and weekly routine, all while following appropriate safety protocols. A place where consistent services, activities and personal support are always available for a safe and worry-free retirement. I hope you enjoy watching these ads and will proudly share them within your networks.

Every day I continue to be inspired by the dedication, passion and compassion of our staff for our residents as told by the stories of our employees going above and beyond to create personalized and memorable experiences for our residents. Just imagine for a moment how the residents featured in the

following story must have felt thanks to the extraordinary efforts of **Elisabeth Brunsveld from Chartwell Rosedale in Brockville, Ontario:**

Recently, Elisabeth helped Harry Beckstead of Chartwell Rosedale Retirement Residence and his wife Arlie who lives separately at an LTC down the street, celebrate their 65th wedding anniversary. On her day off, Elisabeth and her husband drove around the Rideau Lakes countryside, getting photos and video of meaningful locations of the couple's life, such as their old cottage, their church and the Opinicon where they had their wedding reception. She also bought them each a pillow, customized with their wedding pictures on them, "so at least they would have something to hug." Last but not least, Elisabeth borrowed old pictures from Harry's brother and, with the help of her daughter, compiled them into a video of memories of the couple's life together.

I extend my congratulations to Mr. and Mrs. Beckstead. And to Elisabeth – from the bottom of my heart - Thank you for creating such an amazing WOW moment for our wonderful residents!

Elisabeth's inspiring story was recently featured in the Ottawa Citizen: [Celebrating 65 Years of Marriage: Couples love crosses COVID divide](#)

What I'm Reading:

Robert Iger "*The Ride of a Lifetime*"

#1 NEW YORK TIMES BESTSELLER • A memoir of leadership and success: The executive chairman of Disney, Time's 2019 businessperson of the year, shares the ideas and values he embraced during his fifteen years as CEO while reinventing one of the world's most beloved companies and inspiring the people who bring the magic to life.

This is an excellent business book with thoughtful reflection and invaluable insights of an exceptional leader who had seen his share of challenges, defeats and victories and who had persevered to become one of the most successful CEOs in Disney's long history.

Vlad Volodarski
Chief Executive Officer