



## A Note from our CEO

September 1, 2020

No one could have predicted a year ago, how much the world would be impacted by COVID-19 or how things would change socially, economically and politically. The past five months have been difficult for our residents due to their vulnerability to this virus, for their families as they could not see their loved ones in person for long stretches of time, and for our staff who demonstrated selfless dedication and did all that was necessary for the safety and well-being of those they serve. It is now clear that the urgent decisions made by our Critical Incident Command (“CIC”) in the early days of the pandemic helped Chartwell to mitigate the impact of this crisis on our residents, families and staff. These include launching a recruitment campaign, finding alternative sources of personal protective equipment (“PPE”), enhancing our infection prevention and control (“IPAC”) protocols, establishing daily communication with our residences and providing hands-on support to our residences’ management teams.

We learned a lot over the past five months from our own experiences and from the insights provided by residents, their families and our staff. In our learnings three things stood out as being critical to the successful prevention and management of outbreaks – staffing, PPE and IPAC. Today, I am confident that the enhancements we made in these three areas, combined with an increased frequency of communication with our residents, families and staff leave us much better prepared for a potential resurgence of the pandemic.

### **Staffing**

With the hiring of over 1,500 people through our national recruitment campaign, we were able to quickly respond to temporary staffing shortages in residences most affected by COVID-19 outbreaks and increase overall staffing levels to ensure full implementation of enhanced IPAC protocols. Our new employees are still with us and remain valuable contributors to Making People’s Lives Better, positioning us more soundly to deal with a potential Wave 2.

### **PPE**

The worldwide shortage of PPE and the disruption of supply chains in the early stages of the pandemic made our regular suppliers unable to completely fulfill our demand for this equipment. Our supply chain team quickly found numerous alternative sources and created our own distribution network that enabled us to make masking mandatory for our staff in all our residences even before it was directed by public health authorities. Now we have a robust inventory and a well-established pipeline of PPE from various reliable sources, and we have enhanced our internal and external distribution channels to manage the volume required if we encounter a surge situation again.

## **IPAC**

Chartwell's philosophy during COVID-19 was to rise to the highest IPAC standards set provincially and to make those protocols mandatory across all of our homes. We intensified our cleaning and disinfection, and promoted hand hygiene with residents, staff and visitors. Our staff continues to receive training on the proper IPAC practices, including the use of PPE, from our nursing specialists. The enhanced IPAC protocols remain in place in all our residences.

We have used the last few weeks to build a COVID-19 'playbook' for a possible second wave, which includes enhancements to operations, care, supply chain, food service and life enrichment. While we cannot predict what a wave 2 could look like, we can say we are better prepared to manage it and will continue to Make Peoples' Lives Better at our residences across Canada.

### **Thank you – Chartwell Park Place Retirement Residence, Aurora**

We celebrate with our residents on their best days and we support them on their hardest. On the first anniversary of Iris Martin losing her husband Roger, Chartwell Park Place Retirement Residence in Aurora, ON created a day honouring their love story. Health & Wellness Manager Rebecca Davis led the effort after hearing Iris say she wasn't sure if she could get through the day on which she lost the love of her life. Rebecca enlisted Lifestyle & Program Manager Jorge Whitman and Food Service Manager Patrick Chen to team up to recreate the couple's first date, including the strawberries and cream crepes that were the only "meal" that Roger could afford and the red roses he presented to her afterwards. Iris was overwhelmed and told General Manager Bonnie Baron her tears were tears of joy because of what everyone did for her.

### **What I've watched:**

[On the Basis of Sex](#) (Netflix) - a biographical legal drama based on the life and early cases of the U.S. Supreme Court Justice Ruth Bader Ginsburg. To me this movie was an inspirational portrayal of how exceptional intelligence, inner strength and power of convictions helped young Ruth Ginsburg to overcome enormous challenges in her personal life and societal injustices to make huge strides in improving gender equality in America and build an enviable legal career.

Vlad Volodarski  
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