



A Note from our CEO

September 8, 2020

As the school year begins and the economies continue to open, concerns about a potential second wave of COVID-19 grow. Parents are required to make a difficult choice between sending their kids back into classrooms or continuing their education on-line, and various businesses are deciding what the new normal operating environment will look like and what precautionary measures must be put in place to operate safely and responsibly.

Unfortunately, until there is a vaccine or an effective treatment that is widely available, the risk of serious illness from this virus remains particularly high for individuals with pre-existing medical conditions and those with a weakened immune system, like many of our current and/or prospective residents.

At Chartwell, we continue to maintain our focus on the health and safety of our residents, their families and our staff. Our heightened infection prevention and control protocols remain in place, and are consistently monitored and enhanced as required. Retirement living continues to be a viable and safe option for Canadians that could help with overall health and wellbeing, especially if a wave two of the pandemic materializes.

When the first wave of COVID-19 hit, many older adults who were living in their homes found themselves alone and without their usual support and activities, whether because their family caregivers, like their adult children also had to self-isolate or because of reductions in services delivered by government agencies. Those living in retirement residences were never alone. Even though visitations were restricted and social-distancing protocols were put in place, they had caring and friendly staff monitoring their health daily, engaging them in life enrichment activities and fostering a positive environment of safety. Importantly, many residents became a built-in support network for each other.



During my listening sessions in July, it was validated that both residents and families had trust and confidence in Chartwell to do the right thing to keep them safe. It warmed my heart to know that we are making a meaningful difference under these difficult circumstances:

"My family is quite happy we are here. What more could you want? What better place to be locked down?"

Resident - Chartwell Oak Ridges Retirement Residence

"We are eternally grateful with how quickly Chartwell took action and how carefully things were done."

Family member – Chartwell Wild Rose Retirement Residence

"I didn't give any consideration to leaving during the pandemic; I am happy and secure here and I have people around if I need them."

Resident – Chartwell Stillwater Creek Retirement Residence

We will continue to do our best to deliver exceptional services and quality care to our existing residents and to those prospective residents who will choose to call Chartwell home.

Thank you Suzie Donald!

At Chartwell Brant Centre Long Term Care residence in Burlington, ON, Personal Support Worker Suzie Donald has spent months taking photo portraits of staff and residents. They have become large and inspiring collages on the residence walls, a testament to the unique beauty of every person and the power when we all come together.

What I am reading:

"The Illegal" by Lawrence Hill, a captivating story which follows adventures and struggles of a marathoner from the fictional nation of Zantoroland as he is trying to save his only sister who has been kidnapped.

Vlad Volodarski
Chief Executive Officer