



CHARTwell
retirement residences

making people's lives **BETTER**



“I became Chartwell’s CEO in March 2020, after 16 years with the company in various roles. Meeting with residents and staff teams over the years and learning their personal histories will remain one of my favourite parts of the job. There is nothing more rewarding than hearing how the lifestyle in a Chartwell residence has made a difference in a senior’s life, as well as their family’s.”

Vlad Volodarski
Chief Executive Officer



“After 33 years in the senior housing sector, I truly believe that retirement living can make a positive impact in an older adult’s life. It’s something I see firsthand in our residences, as well as experienced personally when my own mother lived in a retirement residence.”

Karen Sullivan
President &
Chief Operating Officer



WHO **WE** ARE

At Chartwell, we truly care about people. Our collective vision is **Making People’s Lives BETTER**, something every person working in our almost 200 residences across the country believes in deeply and strives to put into action each day.

As a Canadian owned and operated company, there is no higher purpose for us than helping seniors in our local communities lead a **healthier, happier and more fulfilling** retirement, while also providing their loved ones with the peace of mind they deserve.

Chartwell is proud to offer a safe and rewarding lifestyle to our residents across Canada.

making people’s lives **BETTER**





GIVING BACK TO OUR COMMUNITIES

IN 2015, WE HELPED BRING THE CHARITY WISH OF A LIFETIME TO CANADA AND RAISED MONEY TO SUPPORT OVER 125 WISHES BEING GRANTED TO DESERVING SENIORS ACROSS THE COUNTRY.

To continue our mission to help seniors live a life of purpose, connectedness and engagement, we received charitable status in 2021 for our new charity, **The Chartwell Foundation**.

Fulfilling the dreams of seniors—whether it be reuniting someone with a long-lost friend or relative, meeting a real-life hero, or receiving long overdue recognition for military service—has a lasting effect. The anticipation and memories of a wish remain with someone for their lifetime and can have a profound impact on their quality of life, overall wellness and sense of purpose, including lessened feelings of isolation.

Applications for wishes are open to any Canadian senior, whether living independently or in a senior living residence.

Another fundraising priority of **The Chartwell Foundation** is to provide financial support to other charities who contribute to the lives of seniors in the community and support senior living employees.

Chartwell is proud to be a founding partner of CaRES, a charity inspired by the heroic efforts of long term care and retirement residence employees, most especially during the COVID-19 pandemic. Born from an idea of Chartwell's President and Chief Operating Officer, Karen Sullivan, the CaRES Fund offers one-time financial grants of up to \$10,000 for urgent financial needs to employees of all retirement and long term care operators in Canada.



OUR COMMITMENT TO **YOU**

At Chartwell, we aspire to provide you with **an exceptional living experience that is personalized, memorable and feels like home**, where your family and friends feel welcome and respected.

Our friendly and professional staff are the heart of our residences—the people who deliver every day on our customer service commitment to you. You'll find we build trusted relationships with you and your family from day one, getting to know your story and unique preferences so we can personalize your experience and anticipate your needs.

When you choose the lifestyle in one of our retirement residences, you'll experience the Chartwell difference for yourself.



FEEL SAFE

Chartwell residences are safe places to call home. We have always maintained strong infection prevention and control practices and continue to monitor and enhance those safety measures to help protect our residents, staff and visitors.

We understand that feeling safe is more than just a series of protocols, however; it's knowing that people you trust are there to support and reassure you when you need them. With staff on-site 24/7, you can feel confident relying on people who genuinely care about your wellbeing and strive to help you lead the worry-free retirement you deserve.

Your safety remains our highest priority, as does providing you with an engaging atmosphere where you can enjoy everyday life in our communities with complete peace of mind.

“I wouldn't want to live anywhere else. This is my home and I feel very safe and comfortable here. Everybody is always willing to help, from management to staff to other residents.”

Esperanca P.
Chartwell resident

“I want to say thanks to everyone for keeping me safe. I feel confident and safe living here. I couldn't ask for a better place to live. I'm speaking from my heart.”

Maud T.
Chartwell resident



BELONG TO A SOCIAL COMMUNITY

“Expect to meet perfect strangers and become friends. You’ll feel safe here, both in your suite and the home in general. We’re all here to be supported and the staff is here for us. Living [at my residence] is like getting a second family.”

| Bill W., Chartwell resident

Safe social experiences are woven into the fabric of everyday life in Chartwell retirement residences. Living in a community of diverse people of a similar generation creates so many natural ways to connect each day. Whether it be in the dining room during a delicious meal, while participating in a fitness class or hobby group, as you’re grabbing a morning coffee, or even catching up with a neighbour on the elevator, each day is a new opportunity to socialize on your own terms with friends, family and staff.

And the best part about belonging to a vibrant community of people who look out for one another?
You never have to feel alone.

CRAFT THE RIGHT LEVEL OF **SUPPORT**

“Words cannot express how pleased my mother is with her decision to move to [her Chartwell residence]. Despite her relatively good health, home ownership was becoming overwhelming. At Chartwell, she pays one bill for everything. She no longer has concerns about home maintenance, snow removal, lawn care, etc. And, should she require meals, nursing care, etc., she has the option of obtaining these services at Chartwell.

As an only child, I no longer have to be concerned about mom’s wellbeing.”

Lawrence L.
Chartwell family member

The lifestyle in a retirement residence is designed to provide you with what you need to live each day with comfort, convenience and contentment. We appreciate that for each person who calls Chartwell home, that support can look a bit different. For you or a loved one, it could be a combination of service options, such as:

- Delicious and nutritious dining
- Housekeeping and laundry
- Personalized care services
- Call bell system/wearable pendant technology
- Transportation services
- Lifestyle activities, social events and outings

You are empowered to decide what support you need to achieve the lifestyle you desire at Chartwell. Our caring staff are here to deliver an exceptional experience that gives you the **freedom, flexibility and independence** to decide what the right level of support feels like in your new home.



“We are relieved to know that our parents are getting the care and support they need, and we are comforted in knowing that they are safe and happy. Our parents seem so happy whenever we speak with them. They are thoroughly enjoying the activities and meals they are receiving.

Julie B.
Chartwell family member”

HOME— WITH **ADDED BENEFITS**



DELICIOUS & NUTRITIOUS DINING OPTIONS

We believe dining should be about more than just food—it should offer an exceptional experience you look forward to each day. When you join us for a meal, you'll enjoy the pleasure of **an appetizing dish served hot and fresh to your table by friendly staff** who come to learn your preferences. Not only will you benefit from delicious, balanced meals, you'll truly be able to relax alongside friends, with no grocery shopping, meal preparation or dish clean-up involved.

CARE SERVICES

At the end of each day, we want you to feel at ease and looking forward to what the next day brings. That's why for added peace of mind, we offer a selection of optional support services that can maximize your independence and improve or maintain your quality of life.

Prior to moving in, our Health & Wellness Manager will meet with you to assess what you may require to live comfortably. Our caring and trained staff are there to partner with you or a loved one to provide what you want and need support with, giving you **power and choice** over your personalized care plan.



LEISURE & SOCIAL OPPORTUNITIES

We know how important leading an engaged, social and purposeful retirement is to your overall wellbeing. We make it easy to lead an active lifestyle by providing opportunities for you to pursue your personal wellness goals, learn or try something new, make a positive difference in your local community **through active volunteer opportunities**, or simply participate in something fun that piques your interest!

Our signature LiveNow programs **engage the mind, body and spirit**, and may just inspire you to take part in something that brings you fulfillment in your retirement years.





CHARTWELL RETIREMENT LIVING CONSULTANTS

UNDERSTANDING YOUR NEEDS TO HELP YOU NAVIGATE YOUR OPTIONS

At Chartwell, our Retirement Living Consultants pride themselves on the trusted relationships they build with local seniors, their families and community partners.

The highest responsibility of a Chartwell Retirement Living Consultant is to **listen, understand your personal situation and provide guidance** so they can help you achieve your goal—whether that be finding a retirement residence that fits your or a loved one's unique needs, facilitating a family conversation, or further exploring what support options are available to you. They are also an integral part of our *Welcome to Chartwell* program, designed to help ensure your smooth transition into life in your new home.

When you meet one of our Retirement Living Consultants, you'll see just how dedicated they are to **Making People's Lives BETTER.**

Thank you so much for the phone chat this morning. For the first time in a while, I feel hopeful for Mom, thanks to our conversation. I have discussed the details with my brother, and he agrees that there is no need to call any other residences on our list. You are a credit to your role and the company!

Pamela T. in an email to a Chartwell Retirement Living Consultant



RESOURCES TO CONTINUE YOUR RESEARCH



As you continue to explore whether retirement living can make life better for yourself or a loved one, we're here to help.

We offer a variety of educational blogs, questionnaires, infographics, videos and third-party expert advice on [chartwell.com](https://www.chartwell.com) that can help answer some of the questions you may have about the lifestyle in a retirement community, including:



Caregiving



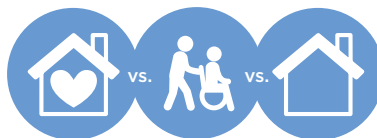
Affordability



Starting the conversation



Care services



The difference between retirement living, long term care and homecare

If you'd rather have a conversation, we also have a team of knowledgeable representatives available to answer your questions and help you determine the next step in your retirement living journey.

1-855-461-0685

“The kind, congenial and professional staff provide a home of security and comfort in every detail; their attention to the health and wellbeing of all residents has exceeded our expectations.

Jennifer P.
Chartwell family member



“This place is like a second home to me. The staff here are like my daughters. Everything you could possibly hope for is here. The staff are not like employees, they are like friends. All of your needs are looked after with a smile.

Neil A.
Chartwell resident

