

**GARY KLEIN, PROJECT MANAGER**

Working at Chartwell since 2008  
Chartwell Corporate Office – Mississauga, Ontario

*“I don’t want to just meet the needs of residents;  
I want to make them feel valued.”*

**There’s no such thing as a typical work day for me.** As a corporate Project Manager who oversees large capital projects, I have to be prepared to drop everything at a moment’s notice to support one of my properties. Regardless of the time of day or what I have on my plate, when a predicament at a residence arises, such as a power failure, I have to be ready to act. I keep what I’ve deemed a “Bug Out Kit” in my car supplied with clothing and toiletries for that very reason—because I never know when I’ll find myself on the road responding to an issue at one of our properties.

**Providing service to 19 residences requires both organization and good communication.** Aside from troubleshooting, I spend a lot of time on-site, closely working with General Managers and Maintenance Managers to review preventative maintenance programs, conduct building inspections and provide direction on issue resolution. Everything we do is to improve residents’ quality of life, which is our top priority.

**I’m lucky I’ve found a career that gives me a sense of accomplishment each day.** The diverse nature of my job and the dedicated people I get to work alongside make it both exciting and rewarding. I have a sense each day that what I do makes a difference to the lives of our residents and to my fellow team members.

**As a student of history, I have a real appreciation for seniors and their contributions to society.** Our residents have all contributed to the country that we live in now. They were the ones who built the foundation of our culture with their blood, sweat and tears. I see seniors as torch bearers, passing the responsibility of the world onto us now. I have been privileged to meet some truly astounding seniors with histories worthy of accolades.

**Customer service is a combination of listening, empathizing and addressing needs.** Top-quality customer service goes a step beyond this and anticipates a need before it’s even realized. I think sometimes a person may not recognize what they really want or need until it’s presented to them. We have a whole generation of seniors who are used to doing things for themselves and are hardwired to “make do.” That’s why I’m always looking for opportunities to meet a need, even if it’s unsaid.

**Sometimes it’s the little things that can make a resident’s day.** I always treat residents as individuals and try to learn who they are. When it comes to customer service, what may delight one person may displease another, so it’s important to get to know people and discover what will bring them happiness.

DO YOU HAVE A GREAT STORY OR PHOTO TO SUBMIT FOR THE RENDEZVOUS EXPRESS?

PLEASE SEND ALL SUGGESTIONS TO:

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