



Solutions for Senior Housing & Long Term Care

A total building management
solution

dexterra



Your residents count on you every day to create a comfortable, friendly place to call home. You can count on Dexterra to create exceptional experiences that make a difference in helping those you serve live safely and with dignity. At Dexterra, we've been creating and managing places that play a vital role in the lives of millions of people for decades.

OUR VISION

To be your partner of choice for the operation and maintenance of world class senior living and long-term care residences.

Solutions for Space and Infrastructure

We deliver maintenance solutions for over 50 million sq. ft. of high-quality infrastructure. This includes some of our country's state-of-the-art healthcare infrastructure, large airports, premier retail and commercial properties, corporate campuses, research and education facilities, large industrial sites and complex defence and security assets.

Solutions for People and Organizations

More than 500,000 customers pass through our clients' facilities every day. How your residents interact with and enjoy your spaces as their home is what creates a vibrant and active community. It is just as important as the physical components of the facilities themselves. We recognize that no two clients' needs are the same. That's why we work with you to adapt, customize and create innovative solutions that address your unique operational needs and ensure resident care can be your focus.



SENIOR LIVING AND LONG-TERM CARE

Continuously adapting to the changing needs of our clients, we tailor our approach to enhance quality, value and the experience of you and your residents.

HELPING YOU PROVIDE FRIENDLY, COMFORTABLE COMMUNITIES

Dexterra adopts a unique approach to the way we deliver services. We get to know your business inside and out and work to create a partnership that delivers exceptional results. By focusing on your needs, we help you create an exceptional and familiar experience where residents are proud to call their home.

Facilities management is about more than just maintenance and operations. It's about ensuring everyone in your residence has a great experience. From friendly faces to immaculate spaces, we bring the right people with the right skills to transform service. Dexterra delivers a broad spectrum of Integrated Facilities Management, from repair and maintenance of your residence to housekeeping, disinfection and health and safety services.

We believe in the power of this integrated approach. It optimizes economies of scale and scope to create a quality, custom solution – one that supports your organizational goals, lowers total cost of ownership and provides for the opportunity to leverage new and innovative technology and techniques to improve care.

WHY PARTNER WITH US?

- **Cost Savings** – partnering with an Integrated Facility Management provider can reduce expenses through cost reduction initiatives, reducing multiple contractors and associate expense such as trip charges, emergency fees and overtime.
- **Sustainable Solutions** - we are committed to supporting the energy, environmental and sustainability objectives of our clients. Inefficient or improperly working machinery and equipment can increase energy usage, resulting in unnecessary costs. Dexterra will work with you and your team to identify green initiatives that will make the biggest impact on reducing an organization's carbon footprint.
- **Business Intelligence** – assets, efficiencies and true facilities costs are analyzed and innovative solutions created. We conduct pilot projects for new technologies and products. We offer tools and expertise to bring data-driven decision making to building management and operations, freeing you to focus on your core business of resident care.
- **Leverage cutting-edge technology** – Use of data and analytics to drive informed building maintenance decisions, and leverage advanced technologies, like artificial intelligence and the Internet of Things to improve the operations of the residence. Real-time data within our Integrated Information Management System is transmitted from our Customer Care Center to front line staff through to task completion.

Helping you improve resident experiences.

THE VALUES WE LIVE BY

ACCOUNTABILITY



We don't just walk by. We own our successes and setbacks. If we see something wrong, we act to resolve it. If we see something right, we celebrate it.

TRUST



Our actions speak louder than our words. Trust is earned through clarity, compassion and competence. It is our commitment to our clients, our colleagues and our communities.

DIVERSITY



Everyone has a voice. Sharing is how we learn. It's how we make progress and move forward as a team.

PARTNERSHIP

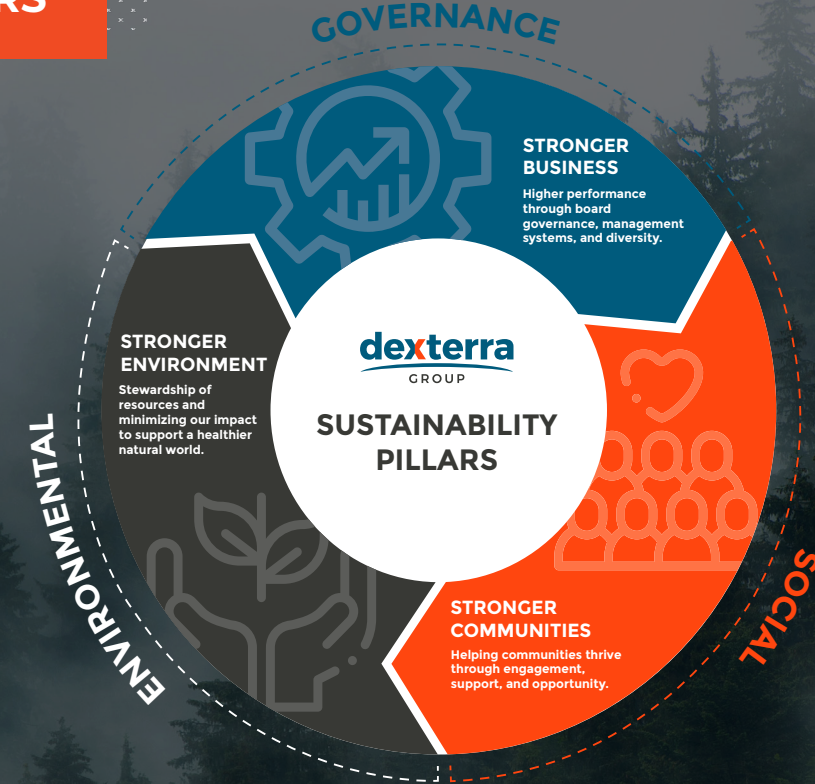


Service is what we sell. By asking for, listening to and acting on client feedback, we create long-term, successful partnerships.

OUR SUSTAINABILITY PILLARS

A strategic approach to Environment, Social, and Governance

Our three pillars of sustainability guide our approach to environmental, social, and governance (ESG) initiatives while illustrating the value such activities bring to our organization and the communities and economies in which we operate.



Environmental

Stewardship of resources and minimizing our impact to support a healthier natural world.

- Commitment to Sustainable Buildings - BOMA Earth Award
- Sustainable Forests – Dexterra has planted more than 2 Billion trees across Canada
- Minimizing our footprint through waste reduction

Social

Helping communities thrive through engagement, support, and opportunity.

- We partner with not-for-profit organizations to be part of the solution addressing homelessness
- Social Housing – built over 1600 affordable homes in BC and ON
- Engaged with 100+ Indigenous Communities

Governance

Higher performance through board governance, management systems and diversity.

- Don't Walk By Take Action Now - Maintaining Safe and Healthy Performance
- Diversity and Inclusion within the Workplace
- ISO Certifications: Quality management, Environmental Management and Occupational Health and Safety management

OUR RESPONSE TO PANDEMICS

From the early onset of COVID-19, our health & safety professionals took action to review the pandemic plans already in place, making improvements where needed, and getting ready to manage the impacts of a pandemic.

- Our efforts in COVID-19 management were featured in the Canadian Occupational Safety Magazine and OHS Canada Magazine
- Bespoke policies, procedures, guidelines, and control measures are in place in each of our operations and teams are equipped with adequate supplies and equipment.
- Our pandemic plans were shared widely with different stakeholders and adopted by our clients as a model for other service providers to follow.
- We continue to support our clients through this pandemic, from leading an accommodation and catering industry task force on best practices to working with clients to implement new and innovative infection control and prevention measures to reduce the spread of COVID-19 in their buildings.

OUR CAPABILITY

We believe in the power of an integrated approach. By optimizing economies of scale and scope to create a quality, custom solution, we can help support your organizational goals and lower your total cost of ownership over the long term.

SOLUTIONS FOR PEOPLE AND ORGANIZATIONS

DISINFECTION & SANITIZATION SERVICES

HEALTH & SAFETY TRAINING & AUDITS

PROJECT MANAGEMENT

HOUSEKEEPING & FACILITY CLEANING

FOOD SERVICES

ENVIRONMENTAL & SUSTAINABILITY

SOLUTIONS FOR SPACE AND INFRASTRUCTURE

PLANT OPERATIONS & MAINTENANCE

LIFECYCLE RENEWAL

BUILDING SYSTEMS

ASSET MANAGEMENT

ENERGY MANAGEMENT

GROUNDS MAINTENANCE

FABRIC MAINTENANCE & REPAIR

DEXTERRA HOUSEKEEPING AND DISINFECTION SERVICES

Safety is a critical need in retirement residences and long-term care. Working with our clients, our teams are ready to provide the familiarity of home while also ensuring residents are well-protected.

Our work with you can be tailor-made to provide everything required to complement and/or enhance your day-to-day services. That can mean an ongoing service contract where our team members are on-site full-time or at scheduled intervals. Or it can mean short-term support to deliver rapid, just-in-time services if things don't go according to plan or in the event of an emergency. We are a phone call away – 24/7.



DISINFECTION & SANITIZATION

- Comprehensive cleaning, disinfection and sanitization services - our teams have developed specific cleaning protocols and precautions to minimize the risk of disease transmission
- Enhanced high touch cleaning measures - all touch point surfaces are regularly disinfected at client requested intervals
- Disinfection of high risk contamination areas such as areas that have confirmed cases of COVID-19 or have been used for isolation purposes
- Teams equipped with specialized disinfecting products and equipment in accordance with the current risk threat



HEALTH & SAFETY

- Our prevention and control measures include working together with our clients to understand their plans and response protocols, getting up-to-date information from provincial health agencies and providing virus prevention supplies
- Our employees ensure the highest standards of health and safety are maintained during all tasks
- We provide our teams with the requisite supplies, equipment and PPE to prevent the spread of viral threats



HOUSEKEEPING SERVICES

- Our housekeeping solutions are all about extending the life of your finishes, improving resident experiences and minimizing disruption
- In addition to cleaning and sanitization, we offer programs customized for your needs including floor and carpet care, and interior and exterior fabric maintenance and repair



DEXTERRA TRADE SERVICES

Round-the-clock turnkey solutions that maximize service delivery, efficiency and effectiveness create value for you.

Dexterra's Integrated Facilities Management team of highly-skilled trades experts has the equipment, staff and expertise to support you through permanent on-site maintenance personnel or service contracts that support planned and reactive maintenance routines.

When needed, the Dexterra On-Demand team can provide a rapid deployment of emergency assistance with our mobile technicians.



HVAC/R

- Building automation systems (BAS)
- Rooftop units
- Boilers and chillers
- Heating applications and systems
- Heat pumps & radiant floor heaters
- Central air cleaners
- Air conditioners, purifiers and humidifiers
- Ducts and Venting



Electrical

- Uninterruptible power systems (UPS)
- Industrial controls
- Electrical Safety Authority (ESA)
- Emergency lighting systems
- Programmable logic controls (PLC) installation & wiring
- Lighting applications
- Fire alarm service & installation



Plumbing

- Drains and risers maintenance and repair
- Sewer ejector pumps
- Septic to sewer conversions
- Hot water heaters
- Control valves and devices
- Piping and sewer lines
- Sump pumps



Carpentry/Handyman

- Carpentry
- Cabinet installation
- Drywall installation
- Tile installation
- Fixture installation
- Flooring installation

24/7 Call Centre

- A 24/7 call centre to respond to your needs within hours, including rapid deployment for emergency services

We're here to help. Our experts will work with you to determine the best solution for your business.

CONTACT US

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MEMBERSHIPS

- BC Care Providers Association
- BC Seniors Living Association
- Alberta Seniors & Community Housing Association
- Alberta Continuing Care Association
- Ontario Retirement Communities Association
- Ontario Long Term Care Association
- AdvantAge Ontario



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Because service matters