

March 9th, 2020

Dear Residents, Families and Visitors to Delmanor;

UPDATE: COVID-19 (Novel Coronavirus)

Delmanor continues to closely monitor the COVID-19 illness that is occurring around the world and in particular, any new cases that are occurring in Ontario and other provinces. With this in mind, Delmanor will be stepping up our screening practices to include **ALL** visitors and employees who enter our communities. We take the well-being of our Residents, Employees and Visitors very seriously. We need everyone's assistance to help us ensure the health and safety of our entire Delmanor Community.

Upon entering the building, please report directly to Concierge **before** visiting. You will be asked to complete a brief screening questionnaire. We are not required to do temperature checks at this point in time, but that could change in the future.

We are once again asking you to **NOT** visit if you have any cough or cold symptoms.

We will continue to provide education to our Residents, Employees and outside care providers on our current protocols and status of outbreaks. Please continue to use good hand hygiene practices during your visits.

If you require further information please contact the General Manager or the Health & Wellness Manager. They would be happy to answer any of your questions or concerns.

Thank you for helping us all stay healthy!

Yours truly,

DELMANOR SENIORS COMMUNITIES



SHELDON K. GOULD

Chief Operating Officer