

March 14th, 2020

**VISITOR RESTRICTIONS - ADDITIONAL PROTECTION MEASURES: COVID-19**

Dear Residents and Families;

At Delmanor it is our role and responsibility to ensure the health and well-being of our Residents and Employees, while also working closely with local health officials and government leaders as they work to contain the spread of COVID-19.

Delmanor receives regular updates from Provincial and Federal Public Health authorities, ensuring we have the most current information possible. Staffing strategies are in place to care for Residents in the event of an outbreak, and we are ensuring adequate supplies of medical, pharmaceutical products, food and other essential health care and personal services.

Today I am sharing a very important change to the way we normally welcome families and visitors to our communities. The Ministry of Health in coordination with the Ministry of Long-Term Care and Ministry for Seniors and Accessibility has issued a [memo](#) overnight, which strongly recommends that retirement communities, long-term care homes and other congregate care settings **ONLY ALLOW ESSENTIAL VISITORS UNTIL FURTHER NOTICE.** The ministry is identifying essential visitors as those who have a resident who is dying or very ill. These visitors must continue to be actively screened before visiting a Resident. Those who fail screening will not be permitted to enter. No other visitors will be permitted to enter Delmanor premises; instead you are being asked to keep in touch with your loved ones by phone or other technologies, as available.

Although this is a very challenging time for all of us, we must continue to remain calm, and always remind ourselves that prevention is our best strategy.

The health and wellbeing of Residents and our Team Members is the top priority for Delmanor and we will continue to keep you informed, as we monitor the evolving situation with COVID-19.

Yours truly,



SHELDON K. GOULD

Chief Operating Officer