

March 13th, 2020

Dear Residents, Employees, Families and other Visitors to Delmanor Communities;

ADDITIONAL PROTECTION MEASURES: COVID-19 (Novel Coronavirus)

At Delmanor, it is our role and responsibility to ensure the health and well-being of Residents and Employees, while also working closely with local health officials and government leaders as they work to contain the virus. Through that lens, we will continue to make decisions with vigilance. Out of an abundance of caution, Delmanor will be implementing the following additional procedures **effective immediately**.

- If you have travelled **outside of Canada**, you are being asked **NOT** to visit/work for 14 days after your return, and monitor your health closely during this period.
- Please ensure you report **directly** to Concierge **before** visiting/working to be screened. Even if you visit/work in the building on a daily basis, you are required to complete the screening procedures.
- All Visitors and Employees will be required to have their temperature taken after answering the screening questions. If you have an elevated temperature (**>38c**) you will be asked to leave the building immediately and seek medical attention.
- Visiting hours for families and friends will be limited from **10:00am-8:00pm**.
- We ask that Residents limit their visitors to **two** (2) a day. Visitors can come together.
- Residents returning from hospital will be screened and their temperature taken twice daily for 14 days. They are not required to self-isolate for 14 days at this time.
- Excursions to Live Theatre, Movie Theatres and other large venues will be cancelled.
- All marketing events to outside guests will be suspended until further notice.

If you require further information please contact the General Manager or the Health & Wellness Manager. Thank you for helping us all stay healthy!

Yours truly,



SHELDON K. GOULD

Chief Operating Officer