

March 3rd, 2020 - **COVID-19 (Novel Coronavirus)**

Dear Resident, Families and Visitors,

Delmanor Senior Communities takes the well-being of our Residents, Team Members and Visitors very seriously. We need everyone's assistance to help us ensure the health and safety of our entire Delmanor Community. We are aware of the recent Coronaviruses travelling to North America and everyone needs to be vigilant to ensure we are not sharing this virus within our respective communities.

Definition: Human Coronaviruses are common and can range from mild illnesses such as the common cold to severe illnesses such as Severe Acute Respiratory Syndrome Coronavirus (Sars CoV) and Middle East Respiratory Syndrome Coronavirus (MERS CoV.)

Delmanor Seniors Communities practises all forms of Infection Control within our properties, in co-operation with our local Public Health organization. All cases of outbreak from respiratory to enteric MUST be reported to the local Public Health office by our Health and Wellness team. We meet prior to outbreak season typically October to May each year to discuss potential risks and protocols to be followed in the event of an outbreak.

We are asking for your help in the following ways.

- If you will be travelling in the coming weeks, please contact our **Health and Wellness Team by telephone upon your return, prior to visiting Delmanor**. Our team will ask you a few screening questions to ensure your safety and the health and safety of our Residents **prior to your visit**.

We will continue to provide education to our Residents, Team Members and outside care providers on our current protocols and status of outbreaks. **The best defence is to wash your hands frequently**. If you are not feeling well, please refrain from visiting until you are feeling better.

In the event of an outbreak of any infectious disease, National Pharmacy and outside Pharmacies will continue to deliver medication and other personal items, as required. We would in this case meet our Pharmacy representatives at our doors. This would also apply to family members delivering to Residents during an outbreak. In the event of an outbreak notices from public health will be placed on all entrance doors into our Community. Identification of the current virus will be listed on this notice.

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