

Delmanor's Management of COVID-19

The health and safety of our Residents, their Families and our Team Members is our top priority and a duty we take seriously. As the situation with COVID-19 continues to evolve, Delmanor has taken more stringent precautionary measures to assist in the prevention of transmission of the virus and to comply with new recommendations from government officials and public health experts.

Essential Visitors Only

Effective immediately, we are allowing only essential visitors into our communities. Essential visitors are defined as **relatives who have a loved one who is critically ill**.

Essential visitors must comply with active screening measures, and those who fail any part of the screening or who refuse screening, will not be permitted to enter. No other visitors will be permitted to enter our communities; instead they will be asked to keep in touch with loved ones by phone or other technologies, as available.

Infection Control Protocols

Infection control protocols are in place at all Delmanor Communities, including implementing all recommendations from the Public Health Agency of Canada, the Chief Medical Officer and the World Health Organization (WHO). These protocols include:

- Active screening for essential visitors, employees and care agencies.
- Maintaining visitor screening logs
- Promoting good hand hygiene
- Making hand sanitizer readily available throughout the building
- Reminding Residents and Team Members to avoid touching your eyes, nose, and mouth.
- To always practice good coughing etiquette (cough or sneeze into your elbow or a tissue then throw the tissue in the trash and wash your hands)
- Regular surveillance for signs and symptoms in Residents
- Use of gloves, gowns and masks as appropriate
- Increased cleaning and disinfection of high-touch surfaces
- Individually wrapping all continental breakfast items and removing bread from tables

If you have any additional questions, please contact the General Manager or the Health & Wellness Manager directly.

Thank you for your assistance during these challenging times.

Sheldon Gould,

Chief Operating Officer