

March 18<sup>th</sup>, 2020

Dear Residents, Families and Employees;

As each of us are learning how to navigate the evolving COVID-19 crisis and the impact it is having on our daily lives, I wanted to reach out again and provide some reassurances.

Those of you that have gone shopping lately, will have seen (or read) about the large numbers of people in grocery stores, the long line-ups and aisles empty of food. This is due to extreme levels of buying, as millions of Canadians stock up their kitchens and medicine cabinets. I'm certain the media images of bare shelves has increased your level of concern.

First and foremost, I want to reassure you that Delmanor will **not** run out of food or essential supplies. Our Culinary Services Teams have increased their food inventories in recent weeks and been working closely with all vendors to respond to these recent spikes in the volume of food being purchased.

Recent Public Health recommendations are suggesting older adults avoid shopping trips in order to reduce the risk. If you have a family member that is able to shop for you, they can make arrangements to drop items off at the front entrance and we will deliver to you. If there is no one locally who can shop for you, then a member of our team will gladly assist.

We must continue to remain calm, and always remind ourselves that prevention is our best strategy. Your continued habits of good hand hygiene is very important. It is imperative that you let a member of our nursing team know right away if you are feeling unwell. I also ask that you defer sharing any health concerns with other Residents, as this will only increase stress levels of those that live and work at Delmanor.

We understand that Your *Delmanor Experience* is not the same right now, but please know that you will always be able to count on our committed team to get you what you need. We must care for and have faith in one another.

Stay healthy everyone



SHELDON K. GOULD

Chief Operating Officer