

March 23rd, 2020

Dear Residents, Families and Team Members;

**COVID-19 ADDITIONAL PRECAUTIONARY MEASURES – Effective Tuesday March 24th, 2020**

These are truly extraordinary times and I want you to know that we are doing everything we can to stop the spread of COVID-19. I would like to provide you with a further update on what Delmanor is doing to respond and to keep everyone safe in this rapidly-changing environment.

**The Chief Medical Officer of Health has given a Directive to all Retirement and Long Term Care operators, which means that Residents are not permitted to leave the community for short stay absences to visit family and friends. Residents who wish to go outside are to remain on the property and maintain safe social distancing. This Directive is also in accordance with *O. Reg 68/20* made under the Retirement Homes Act; that stipulates Retirement Homes must take all reasonable steps to follow the required precautions and procedures as outlined in this Directive.**

In order to further minimize risk, Delmanor has made the difficult decision to suspend communal dining and will be implementing room service delivery for all meals **effective Tuesday March 24th**. This will start with a breakfast cart delivery service and lunch and dinner tray service. This measure will be in effect for the next two weeks, at which time Delmanor will re-evaluate the COVID-19 situation, with the hope that we can resume modified dining arrangements.

We will be cancelling all small group *LivingWell* programs for at least two weeks. We understand this will mean less social interaction with one another, but we feel it is a necessary temporary step, in order to keep everyone healthy.

We are also requesting that families only deliver absolute necessity items that are pre-packaged by a licensed manufacturer. Out of an abundance of caution, please do not deliver cards, books, magazines, newspapers, flowers or perishable items. Online ordering is still permitted and our team will be safe handling and holding packages in a locked area for 48 hours as an added precaution before delivering items.

Deliveries that Delmanor receives for essential food and other supplies, will continue to be managed under strict safe handling and storage guidelines.

We will stay connected with all of our residents, and our dedicated teams will ensure residents get the items they need. Our *LivingWell* teams will be doing their best to ensure Residents have the hobby and activity items they have requested. Residents can get some fresh air in the courtyards and patios while maintaining social distancing practices. We ask that the elevators be limited to a maximum of two passengers at a time.

As this outbreak evolves, there will be continual review of emerging evidence to understand the most appropriate measures to take. This will continue to be done in collaboration the Ministry of Health and medical experts from Public Health Ontario.

It remains our collective job to “flatten the curve” and contain this virus as quickly as possible. Thank you for your continued support during this very challenging time. Please remember to use good hand hygiene and let our health care team know if you are not feeling well. Working together is our best defence in fighting COVID-19.

Finally, I would like thank our **incredible Delmanor teams** for your compassion and commitment and most of all, for providing much needed comfort to our Residents, Families and each other during this difficult time.

I will be sure to keep you updated regularly. Stay well.

Yours truly,  
Sheldon K. Gould



Chief Operating Officer