

March 30<sup>th</sup>, 2020

Dear Residents and Families;

These are extremely challenging and difficult days. All of us are affected in one way or another by this terrible situation. These past few weeks have tested our resolve. Yet, during these unprecedented times, we have also seen so many positive examples of the strength of the Canadian spirit – kind, generous and determined.

I have said it before, and I will say it again, our Delmanor teams are simply the best. They are all working together to keep residents safe and engaged in new programs and technologies. I am grateful to those of you who have taken the time to send messages to our General Managers who in turn, share these messages with their teams. Your kind and supportive words go a long way. Thank you.

I would like to recognize our parent company Tridel, for their incredible support and leadership. Tridel has mobilized their contacts to ensure we have additional supplies on hand. I'd also like to thank our vendor partners who are working tirelessly behind the scenes in food distribution centres and warehouses to ensure we get essential items delivered.

Thank you for your continued support and remarkable composure as we all adapt to social distancing and other measures meant to keep us all safe.

I have never been more proud to lead our company. Together, we will get through this.

Stay safe and healthy.

A handwritten signature in black ink, appearing to read 'Sheldon Gould', written in a cursive style.

**Sheldon Gould,**  
Chief Operating Officer