

March 31st, 2020

Dear Residents & Families;

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 in this rapidly-changing environment.

Ontario's Chief Medical Officer of Health has issued an updated directive for long term care homes and retirement communities under the *Long-Term Care Homes Act, 2007* and in accordance with Ontario Reg. 68/20 made under the **Retirement Homes Act**, which states that retirement communities must take all reasonable steps to follow the required precautions and procedures outlined in this Directive. Retirement communities have been instructed to immediately implement the following additional precautions and procedures:

Retirement Communities are required to conduct twice daily temperature checks on all Residents, (morning and evening) to identify if any Resident has fever, cough or other symptoms of COVID-19. Residents with symptoms (including mild respiratory symptoms) must be isolated and immediately tested for COVID-19.

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.

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

Sheldon K. Gould,



Chief Operating Officer