

March 21st, 2020

Dear Residents & Families:

During this constantly evolving situation, Delmanor will continue to review and make any necessary changes to the way we operate. The health and safety of our Residents and team members remains our top priority. We have had many meetings with Public Health and other government agencies this week. There is currently **no** recommendation or order to “shelter in place” (remaining inside your suite) at this time. That may change in the future.

Please review the current protocols we have either already implemented or will be implementing at all of our communities.

Dining

Although we have been advised by Public Health (as recently as yesterday) that we *can* continue to operate our normal dining room operations at this time, each community will be adjusting their system for dining to ensure there is more spacing between residents.

Residents can also pre-order room service if they prefer, at no additional cost. 24 hour notice of room service requests is truly appreciated.

General Managers will provide you with specific details of their implementation plan on adjusted seating & dining room hours. Please await communication from them on revised dining operations.

Residents leaving the Community

Residents can leave the building, but we **strongly recommend** it is done for absolute essential needs only, such as urgent medical appointments. Residents will be actively screened immediately upon returning. Delmanor teams will help with your shopping needs as required. Going for walks outside while maintaining social distancing, is still encouraged. All of our communities have courtyards and/or rooftop patios, which allow you to get fresh air and stretch your legs.

LivingWell Program Changes

We know these are challenging times, given the recent visitor restrictions along with cancellation of large group programs and bus trips. We want to reassure you that while we have suspended many activities and programs, our LivingWell teams continue to work hard to ensure residents can enjoy smaller group programs (10 people or less with adequate spacing) along with individual activities to help keep everyone active and engaged. Modified calendars and daily updates are provided via our in-house TV channel.

We are encouraging residents to stay active, while adhering to social distancing principles as outlined by Public Health.

There is to be no use of Delmanor fitness machines to prevent the spread of infection. Please do not share reading books and newspapers with other residents. Copies of daily newspapers will **not** be left in the lobby, and we are attempting to obtain extra copies from the Toronto Star for those that request a newspaper.

External entertainers are not permitted in any of our communities.

LivingWell programs will be conducted with all principles of safe distancing which means small groups, appropriate space between participants and no touching. We have adapted popular group activities as much as possible. We will be offering links to virtual programs.

All Resident Meetings have been suspended. General Manager's will provide written updates and virtual updates as required.

Our LivingWell teams are compiling resource packages that include items such as adult colouring books, crossword puzzles etc. that you can work on in your suite. Please let us know what you need. We encourage residents to take up a new hobby. Our LivingWell team is happy to help facilitate this. We encourage you to call or video chat with your family often, and our team will help arrange video calls to help keep you connected with family and friends.

For those who do not have a computer, email messages and photos can be sent to our LivingWell team, and will be printed and delivered to you.

Hair Salon/Spa

As directed by Public Health late yesterday; effective immediately our Hair Salon/DelSpa **will close until further notice**. This includes all hair salon services, manicures and pedicures. We are all hoping this is a temporary measure.

Deliveries

Families may pre-arrange to drop off items for their loved ones inside our front entrance vestibule between 10am-5pm. We ask that all deliveries be **sealed/tied in plastic grocery bags** with the Residents' name and suite number and is not to be delivered in reusable bags. We are currently working with local grocery stores to provide us with boxes of disposable shopping bags that can be left inside our vestibule, for your families to repackage items. We are trying our best to manage the volume of deliveries. I would like to stress that our teams can shop for you.

Thank you for your understanding of the changes to our operating procedures during these challenging times. We will all get through this together.

If you have any questions or concerns, please let the General Manager know. I am in constant contact with them and our Corporate Team.

Yours truly,

Sheldon Gould,



Chief Operating Officer