

April 9th, 2020

Dear Residents, Families & Team Members;

The COVID-19 pandemic has launched our country and indeed the world, into a time of uncertainty. As governments, industries and citizens from coast-to-coast grapple with the implications, we at Delmanor remain steadfast on doing all that we can to minimize the threat.

Members of our corporate team, myself included, spent many years on the front lines and understand the first-hand challenges of delivering care and service during times of crisis. This includes SARS, power blackouts and ice storms. These events do not compare to the magnitude of the COVID-19 pandemic, but they do remind us how well we come together during a crisis.

To date, there have been no confirmed cases of COVID-19 in our communities. Our pandemic task force meets daily to implement further strategies to reduce the risk of the virus developing anywhere. We continue to closely monitor all Residents and team members, while adhering to all directives from the Chief Medical Officer and Ontario Public Health recommendations. Delmanor has also implemented additional precautionary measures beyond these directives, all of which have been previously communicated to you.

I would like to thank our wonderful Residents for their ongoing support and understanding. You are doing your part every day, by ensuring safe social distancing of at least 6 feet and following good hand hygiene practices. I am reminded by many elders, that this pandemic is yet another test of human resiliency and not the first time our citizens have faced major challenges and overcome them.

We need to do everything in our power to flatten the curve. Our Doctors and Nurses in hospitals are under enormous strain; desperately helping those who are sick with the virus. We must continue to do our collective part in reducing the spread, by staying home as much as possible. Our teams don't have that choice – but others do.

We understand that Passover and Easter will not be the same this year, and our teams will do everything possible to make these occasions special – albeit it in a different way. We also understand your desire to visit family from a safe distance on our outdoor property grounds. I respectfully ask that you not do so, for the sake of everyone's continued safety. We are all in this together and will get through this together. Thank you and stay well.

Sheldon K. Gould,



Chief Operating Officer