

April 23rd, 2020

Dear Residents and Family Members;

It's been an incredibly challenging time for everyone, as we've had to quickly navigate one of the worst pandemics in a century. It has been difficult to read the news on a daily basis and see how this virus has impacted so many lives in such a short period of time - and in particular our older citizens. Delmanor remains vigilant in doing everything we can to keep our Residents and team members safe. Yesterday, the Ministry of Health announced additional plans that would see all *asymptomatic* residents and employees tested for COVID-19, as a preventive measure to avoid an outbreak. We are awaiting further information on this plan.

Our amazing team is working day and night to provide residents with the services and care they need. Their new reality is one of wearing a mask and shield at all times, having their temperature taken twice a day, making sure strict measures are in place to monitor the health of residents, and finding new and innovative ways to provide *LivingWell* programs with physical distance. I am so proud of the entire Delmanor team for the tremendous work they are doing every day to manage through this situation.

Families are faced with the reality of not being able to visit in person but rather can only connect by phone or virtually. We understand how difficult this is and appreciate the understanding, support and encouragement of all families. Inspiring stories and emails are shared with me by our General Manager's on a daily basis and they provide a great boost to all of us. Please share your inspiring stories, photos and encouraging words by sending them to [inspired@delmanor.com](mailto:inspired@delmanor.com) and we will post them to our website and social media pages for everyone to enjoy. We could all use a regular dose of positivity!

Our lives are certainly different right now, but I remain hopeful that by everyone continuing to do their part, we are well on our way to flattening the curve. If you have any questions please email us at: [ask@delmanor.com](mailto:ask@delmanor.com)

Stay well.

Sheldon K. Gould,



Chief Operating Officer