

April 3rd, 2020

Dear Residents, Families and Team Members;

The sharp increase in the number of cases of COVID-19 in Canada over the past week, reinforces our collective need to be even more vigilant as we navigate through this crisis. Our top priority continues to be the safety and well-being of our residents and team members. Proper social distancing practices are critical, and will continue to be in effect for the next 12 weeks.

Delmanor has always maintained strong infection control protocols and practices. In response to the evolving COVID-19 situation, **I have directed all team members and essential visitors to wear a mask while in the building.** Although there is no directive from the Chief Medical Officer to take this step, we feel that out of an abundance of caution this is a proactive measure.

We also understand that closing the Diningroom and suspending group *LivingWell* programs in response to the COVID-19 pandemic, has significantly impacted our residents' lives. In spite of this, I continue to be amazed at the many ways our teams are connecting and engaging with Residents, to ensure they continue to feel part of an extended family and that we are there to support them during this difficult time.

The random acts of kindness that our teams have witnessed in the past few weeks, along with words of appreciation from our Residents and families are what gives us continued strength. Together we will get through this and be stronger because of it. Thank you everyone.

It remains our collective job to flatten the curve. Stay well.

Sheldon K. Gould,

A handwritten signature in black ink, appearing to read 'Sheldon K. Gould', with a stylized flourish at the end.

Chief Operating Officer