

May 22nd, 2020

Dear Residents and Families;

As you know, we closed our dining rooms on March 24th as an added safety precaution, in an effort to combat COVID-19. Our teams have done an exceptional job managing the extra workload and operational challenges. We also appreciate the emotional strain this has placed on our residents and families. We all want life to return to a *new* normal as quickly as possible.

I am pleased to announce that we will be re-opening the dining rooms with a phased-in approach. In this first phase, we will be serving **lunch** only. Continental breakfast and dinner will continue to be served in resident suites.

In order for this first phase to be successful, strict protocols **must** be followed:

- Physical distancing is critical. Tables will be spaced apart, with only one resident seated per table.
- Hand hygiene must be practiced before leaving your suite and prior to entering the dining room.
- We ask that you arrive no earlier than 5 minutes before your scheduled dining time.
- Condiment containers will be wiped down after each meal.
- Residents are asked to return to their suites immediately following their meal.
- Increased disinfecting of the dining room will take place in between seating times.
- We will continue to limit the number of passengers in the elevators to a maximum of two.

Each General Manager will provide you with specific information on their modified dining plan. I am hopeful that in a short period of time we can progress to phase two, which would expand meal service to also include dinner and possibly allow more residents in the dining room.

We will continue to offer LivingWell programs from resident doorways until further notice.

Thank you all for your patience and support. Please continue to stay vigilant in the fight against COVID-19. Together we *are* flattening the curve. If you have any questions, please contact the General Manager or email at: ask@delmanor.com. Stay well and stay strong.

Sheldon K. Gould,



Chief Operating Officer