

June 8th, 2020

Dear Residents, Families and Team Members;

The health and well-being of our residents' and team members remains Delmanor's highest priority. My sincere thanks to everyone for following our strict protocols throughout this pandemic. Thank you to our compassionate and dedicated team who are working diligently to keep our residents, and one another safe. You have done an incredible job!

I know that it has been a very long few months for everyone and we all want nothing more than to return to the way things were before the pandemic hit. We've had to navigate uncharted waters and make the best of a very difficult situation. If there is a "silver lining" to COVID-19, it is the many random acts of kindness we have all heard about or witnessed first-hand. I am inspired by our social media posts showing family and resident connections despite the restrictions. These include family window visits and FaceTime reunions, surprise birthday celebrations, "sidewalk" musicians, and our fabulous Living**Well** teams who have organized creative "doorway" programs. This has been a time when we've all had to be flexible and patient. Throughout all of this, we are working as one big team to remain connected and to stay safe.

Now that we are seeing the province begin to slowly lift certain restrictions (by region), we are also looking ahead to when the Chief Medical Officer of Health will ease some of the Directives that were implemented back in March. When this happens, we will always keep the health and safety of our residents and team members at the forefront of our plans. That means we will also follow public health guidelines and will continue to take all necessary precautions. Safe physical distancing, frequent hand washing, enhanced cleaning and our team wearing personal protective equipment, are part of our new normal for now.

As a further update, we are still not permitted to re-open our hair salons at this time; as they are **not** considered an essential service. We continue to lobby the government and the RHRA on this matter, since retirement communities are not open to the general public, and our operators do not work anywhere else.

On a positive note, Public Health has given us the green light to permit family visits on property grounds, with certain restrictions. These visits would take place outside on the ground floor.

Visitors would still not be permitted to enter the building. Each Delmanor community will have its own set of considerations and will approach things slightly differently, including their planned rollout date.

We will also be reintroducing group Living**Well** programs, and will be limiting class size to no more than 5 people at one time. Each General Manager will communicate the full details of their plans once finalized. Your ongoing support and cooperation through this next phase will be critical to ensuring everyone's safety and well-being.

Safety can never be compromised. There may be times when we have to take a step back, to re-impose restrictions should the pandemic situation change. As always, I want to thank you for the trust you have placed in Delmanor. We will get through this by staying strong and continuing to follow all COVID-19 safety protocols.

Thank you and stay well.

Sheldon K. Gould,

A handwritten signature in black ink, appearing to read 'Sheldon K. Gould', written in a cursive style.

Chief Operating Officer