

June 15<sup>th</sup>, 2020

Dear Residents and Families;

We can all agree, the past three months have been a very surreal and challenging time for us all. Our team has done an outstanding job at keeping our Residents and each other safe. Thank you to the most amazing team, for your unwavering commitment to Delmanor and our residents. It has been truly inspiring to see everyone working together to “flatten the curve,” despite the upheaval this has meant in our daily lives. There is cautious optimism that we have turned a corner in our battle with COVID-19 and we must remain vigilant and prepare for a potential “second wave” later this year. Delmanor is already preparing for this potential second wave by stockpiling all required and necessary supplies.

As you will have no doubt heard by now, the provincial government has announced that Retirement Communities can begin to relax some of the COVID-19 restrictions, as directed by the Chief Medical Officer back in March. Effective Thursday, June 18<sup>th</sup>, Delmanor will begin resuming visits for family and friends as well as scheduled tours for future residents. This will be a **gradual, phased-in approach**. Every community is unique and will develop a tailor-made approach based on their individual needs and circumstances. Each General Manager will provide specific details of where and when visits will take place. **All** visits must be scheduled in advance and Delmanor will be limiting the number of visitors each day. Physical distancing of 6-feet must be maintained. The use of a mask is mandatory by visitors in most situations. More specific details regarding mask requirements are forthcoming. As of June 18<sup>th</sup>, all visitors will need to declare that they’ve had a **negative** COVID-19 test result within the past 14 days. Please arrange your test as soon as possible in order for you to visit your loved one. The same requirement applies for anyone planning to tour Delmanor.

Additionally, the province has released new requirements for resident absences from the building. Residents are now permitted to leave Delmanor for short visits with friends/family, shopping, dental appointments, etc.

In order for visits and short absences from the building to occur, Delmanor must NOT be in an active outbreak. An outbreak is declared if **one** resident OR team member tests positive for COVID-19. If an outbreak is declared, residents will only be permitted to leave the building for essential medical appointments. All visits and short absences in the community would therefore be suspended until the outbreak is declared over. Temperature taking and screening of residents’ health, twice daily, will continue until further notice.

Delmanor serves older adults; many with severe underlying medical conditions. Statistics have shown that the risks for our residents is significantly higher than the general population. We have all read the heartbreaking stories of seniors who have died from COVID-19. We must not forget how successful we have been in our collective efforts to keep this deadly virus out of our Delmanor Communities.

I truly appreciate your desire to be reunited and spend quality time with your loved one(s); especially with the warmer weather and Father's Day this coming weekend. I would respectfully ask that you give serious thought as to whether you need to leave the property grounds right away; or if you can delay your shopping trips or visits to a relatives' home, until we see a sharper decline in the number of COVID-19 cases being reported in the entire province. The government has initiated a regional reopening plan and more and more businesses will be opening their doors with strict safety standards in place. It is too early to tell if the reopening of businesses will have a negative impact or not, or if we will see a spike of cases in the coming weeks. We certainly hope that this will not occur. I firmly believe that the safest place our Residents can be is in a Delmanor Community until a vaccine is found and this pandemic is declared over.

Let's continue to be respectful and patient with one another as we adjust to our "new normal." Society is not yet free of COVID-19 and will not be for the foreseeable future. Please stay safe and adhere to the safety measures we have carefully put into place, for everyone's continued well-being and safety.

Thank you,

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

Sheldon Gould,  
Chief Operating Officer