

July 20, 2020

Dear Residents & Family Members,

As you are aware there have been many phased changes for the re-opening of our province. While most of the changes are welcomed with cautious optimism, our industry must still be vigilant as we protect those that reside within our Communities; a task we take very seriously.

During these unprecedented times our industry receives guidance from the Chief Medical Officer of Health (CMOH) for the Province of Ontario (Directive 3) and the **Guideline for Re-Opening Retirement Homes** created by the Ministry for Seniors & Accessibility.

Of note, the most recent update provided guidance with the release of Requirements for Group Activities. Residents may continue to congregate in small groups, if the Community is NOT in an outbreak and are consistent with the CMOH directive, including group size. As always, group activities should be organized in such a way as to maximize resident safety.

These requirements include:

- Maintaining physical distancing of at least 2 metres (six feet) at all times;
- Adherence to Infection Prevention and Control measures; and,
- Wearing of a face covering/mask.

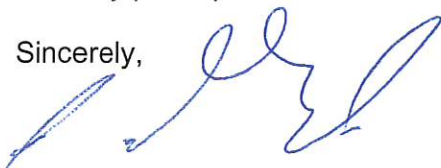
Since our Residents are now allowed to leave our property for short durations we hope everyone is practicing safe physical distancing and wearing their mask/face covering appropriately to reduce their risk of becoming infected with COVID-19.

In order to help minimize the risk to those who live within our Communities, Delmanor, in line with local municipal by-laws, has chosen to make masks mandatory for residents while not in their suites. We ask that our Residents wear a mask or face covering in the public areas of our buildings when physical distancing is not achievable. As an example, masks/face covering should be worn while traveling to and from the Dining Room and in the elevators. This additional measure of precaution will help to reduce the spread of COVID-19 and keep each other safe.

Masks may be purchased at many local shops and are also available through our DelMarkets or Concierge Desk. Proceeds from the sale of masks will be donated to local charities as part of our Delmanor Gives Back initiative.

Please stay safe and we thank you for continuing to adhere to the safety measures we have carefully put in place for the continued well-being and safety of all.

Sincerely,



Sheldon Gould
Chief Operating Officer