

September 29<sup>th</sup>, 2020

Dear Residents, Families and Team Members;

I want to thank you for your ongoing support as we continue to navigate our *new normal* during these unprecedented times. By following all of the strict infection control protocols and not letting our guard down, we have been able to keep COVID-19 out of our communities. This is a testament to the commitment and hard work of our incredible team members and wonderfully supportive residents and families.

While our Delmanor communities continue to remain COVID free, we are all acutely aware of the ongoing risks and need to remain vigilant. As we welcome Fall, we have unfortunately seen the number of confirmed COVID cases in the province increase sharply; which indicates we have entered the second wave of the pandemic.

In response to the rise in positive cases, Delmanor has revised our visitor policy. Please review the attached document carefully, along with the required infection control education materials.

- All visitors must book an appointment with our Concierge team and must have their own mask (surgical mask for indoor visits and any face covering for outdoor visits.)
- We are **suspending in-suite visits** until further notice and offering indoor and outdoor visits in designated areas only. In suite visits are being permitted for essential caregivers only; including those who are designated family caregivers. Please speak to the Health & Wellness Manager or General Manager should you require more information about this.
- While it is not mandatory for Residents and Family members to have a routine COVID test every two weeks, Delmanor strongly encourages this practice.
- Residents are still permitted to leave the building to visit family and friends, but we ask you to be extra cautious when doing so and wear a mask at all times, especially since COVID cases have increased at many indoor public places. We ask that you to postpone overnight trips, to minimize the risk.
- We are closely monitoring the case counts by region and are working closely with local Public Health units to ensure we are kept up to date on the latest IPAC procedures.

We are prepared to react quickly and reimplement further COVID restrictions if required. Feel free to contact the General Manager or email any questions to [ask@delmanor.com](mailto:ask@delmanor.com) Stay well.

Sheldon Gould,



Chief Operating Officer