

September 15th, 2020

Dear Residents, Families and Team Members;

We can all agree that the past six months have been a challenging time for everyone. Our employees continue to do an outstanding job keeping residents, families and each other safe. Thank you to the most amazing TEAM, for your strength and commitment to Delmanor. To our residents and families, thank you for your trust and your ongoing show of support. The restrictions imposed as a result of COVID-19 have not been easy. It has been truly inspiring to see us working together to keep this virus out of our Delmanor communities; despite the upheaval this has meant for everyone.

As you are no doubt aware, the number of COVID cases in the Province has been rising in the past week as children and teens go back to school after a 6 month absence, and more businesses are back to work or moving their business indoors. Government and health officials predicted several weeks ago that we would see a spike in the number of COVID cases in the Fall. We are all hoping this trend is not signalling the start of a second wave. If a second wave is declared, Delmanor will immediately follow all government directives and modify our operations as required, in order to keep everyone safe.

To our residents, I respectfully ask that you postpone overnight visits with family or staying in hotels, or other non-essential trips. NOW is the time to be extra cautious and make sure we are adhering to safe distancing practices, wearing a mask and frequent hand washing. This is especially important as we head into cold and flu season.

We have learned a lot about COVID-19 since early March. We must remain vigilant in our efforts to keep this virus out of Delmanor and the community at large. Let's continue to be respectful and patient with one another as we adjust to our new normal. We are not yet free of COVID-19 and won't be for the foreseeable future. Please stay safe and kindly adhere to the infection prevention and control measures in place, for everyone's continued well-being.

Thank you for your support during these unprecedented times.



Sheldon Gould,
Chief Operating Officer