

December 10th, 2020

Dear Residents and Families;

I wanted to share a few very important updates with you. Our Glen Abbey (Oakville) location has recently declared an outbreak, with four residents and one team member testing positive for COVID-19. They are the first confirmed resident cases within our Delmanor communities since the pandemic began in March. We have completed testing of everyone in the community and have received all the results back – there are no additional cases at this time. Further, during the outbreak, Glen Abbey will be increasing their testing for both residents and team members from bi-weekly to weekly and their care team will be tested daily. I will keep you updated as new information is provided to me.

We understand that this is a difficult and uncertain time for our communities. Our number one priority remains the health and safety of residents, families and team members. The strict protocols we have in place will continue and especially during the upcoming holiday season, where exposure has the potential to increase. We're all keenly aware of how different our holiday celebrations this year will be. I ask that you respect the provincial restrictions.

I'm urging our families to continue doing their part to help decrease community spread, by wearing a mask, washing your hands frequently and limiting any gatherings to your immediate household only. With the large number of asymptomatic carriers, you could be exposing your loved one to the virus without even knowing it. We're going to do everything we can at Delmanor to make this holiday special and memorable for our residents, even with the current restrictions in place.

As a reminder, visits to Delmanor are only allowed for family members that are listed as essential designated caregivers. We ask those currently designated to not change the designation to someone else, or that new families not be added to our current list until after January 1st; in order to reduce the number of designated caregivers in the building. We are also requiring proof of a negative COVID test every 14 days for all designated caregivers.

Residents are encouraged not to leave the building at this time, except for urgent medical appointments. I am hoping that the sacrifices we make now will mean we can be together for future holidays and special occasions sooner. As always, please reach out to the General Manager if you have any additional questions. Wishing everyone a safe holiday season.

Sheldon Gould,



Chief Operating Officer