



December 16th, 2020

Dear Residents and Families;

I wanted to share some further updates with you.

We are continuing to work hard and diligently to control the outbreak of COVID-19 in our Glen Abbey (Oakville) location. Since my last update to you, the Glen Abbey team has done two rounds of testing for both residents and team members. While the majority have tested negative, I'm saddened to let you know that two additional residents have been found to be positive for the virus. Two are isolating in their suite with constant care, and the other two have been moved to hospital for further care.

It is with a heavy heart we inform you that two residents who were among the first positive cases at Glen Abbey and were being treated in hospital have passed away. Our sincerest sympathies are with their families and loved ones during this devastating time.

We know this news is very difficult to hear and these losses are felt by everyone.

Our number one priority remains the health and safety of residents, families and team members. We are also doing everything we can to prevent outbreaks in our other communities, and we ask for your continued support.

All the cities in which Delmanor communities are located, are now under red or lockdown status, and hospital capacity continues to dwindle across the province. With that in mind, I want to remind you of our strict protocols. Visits to Delmanor are only allowed for family members who are listed as essential designated caregivers. We are asking at this critical time, that designated caregivers not visit, unless they are providing *essential personal care services*. As a reminder, we are also requiring proof of a negative COVID test every 14 days for all designated caregivers.

Active screening and routine surveillance testing continue to be conducted for employees. *Asymptomatic* residents can get a routine test upon request, although this is *not* a Public Health requirement, unless outbreak status is declared.

Overnight absences are not permitted as per provincial orders. Residents are strongly encouraged not to leave the property grounds, except for urgent medical appointments. I know this is especially hard during the upcoming holiday season, when getting together with loved ones is a highlight. We need to stay strong and do our respective part to lower the risk of community spread of the virus.

I know that transparency is more important than ever during these challenging and uncertain times. That is why I will continue to update you as new information is provided to me.



Until the vaccine is administered early next year and restrictions are fully eased in the province, we must remain hyper-vigilant.

As always, please reach out to the General Manager if you have any additional questions or if there's anything, we can do to support you.

Thank you for your continued support. Stay well.

Sheldon Gould,

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

Chief Operating Officer