

January 19, 2021

Dear Residents and Families;

As we know, the province continues to experience a serious surge in positive COVID-19 cases. As a result, the government has extended its emergency orders to February 19. We are closely monitoring the situation and will review our operations when we have more information on the orders being lifted.

Since December, we have been putting our collective focus and efforts towards managing outbreaks in our Glen Abbey community, as well as in our Prince Edward and Elgin Mills communities more recently. We have been providing frequent updates to the respective residents and families in these communities while we manage the outbreaks.

Currently both our Northtown (North York) and Wynford (Don Mills) communities are not in outbreak. With that said, out of an abundance of caution we are being proactive and have taken several precautionary measures, such as closing our dining rooms to reduce potential community spread.

During this time, I encourage you to visit our COVID-19 FAQ page which details our various protocols and identifies which communities are currently in outbreak.

I will continue to update everyone on broader policy, protocol and procedural updates that impact all communities through this channel.

I am pleased to report that the first dose of our vaccination rollout for residents has been completed in four of our five communities. Any residents who have tested positive will be given the vaccine at approximately 28 days from the date they tested positive. We have also been continuing with team member vaccinations over the past few weeks.

Additionally, we are in constant contact with Public Health and have been working with the Infection Prevention and Control (IPAC) teams to ensure we continue to have the most stringent infection control measures in place. This includes frequent disinfection and cleaning of all high touch surfaces and wiping down all parcels and bags before they are delivered to residents. We are doing regular rapid and PCR testing on our team members, and we are also testing residents on a regular basis as per Public Health.

I truly appreciate everyone's understanding and cooperation with respecting the protocols – we all have a role to play in keeping our communities safe. I would like to thank our amazing Delmanor teams for their unwavering dedication and commitment throughout the pandemic. We remain 100% focused on ensuring the safety and well-being of our residents.

As always, please feel free reach out to the General Manager or email ask@delmanor.com if you have any additional questions or concerns. Stay well.

Elaine Wood,

A handwritten signature in dark ink that reads "Elaine Wood". The signature is fluid and cursive, with a long horizontal stroke at the end.

Vice President of Operations