

February 9th, 2021

Dear Residents, Families and Team Members;

Yesterday, the province announced a gradual reopening plan for non-essential businesses. It is a careful, phased approach in the regions with low infection rates. The “stay at home” order remains in effect for at least another week. The province plans to ease restrictions using the colour-coded system starting Feb. 16<sup>th</sup>. For the GTA, this will likely mean remaining in the grey or “lockdown” status a little longer.

I am pleased to report that the second dose of the vaccine for the majority of residents and team members will be complete this month. While the vaccine is a big step toward to reducing the risk of COVID transmission, it does not mean we are able to relax our health and safety protocols. We must continue to undergo twice daily screening, wear a mask, wash our hands often and practice safe physical distancing. We’ve had to adapt to this regime, and it’s now more important than ever.

As you will have no doubt read, Ontario is seeing new cases of COVID-19 variants originating from the United Kingdom, South Africa, and Brazil. These new variants of concern seem to spread more easily; however, both the *Pfizer* and *Moderna* vaccines appear to be effective against the new variants. Keeping our seniors and the rest of the population safe, means there is urgency to get everyone vaccinated as soon as possible.

With the surge of COVID cases the province experienced in late December/early January, Delmanor took the necessary step of closing all dining rooms to reduce the risk of infection. I can certainly appreciate that this has been hard and many of you feeling isolated. We are hoping to resume modified dining room operations by the end of the month, provided the community is not in outbreak and case counts remain low. Each General Manager will communicate details a few days before reopening.

We’ve had some residents and families ask if they can plan a stay with relatives once they’ve had their second vaccine. The Chief Medical Officer has not changed Directive #3, which stipulates that residents who return from an overnight visit or who are discharged from a hospital stay, must fully isolate for 14 days upon their return. We expect that this Directive will not be relaxed until all residents and employees in retirement and long-term care have been fully vaccinated. We must remain vigilant with the new variants that are appearing, and until the population at large has been vaccinated.

We continue to provide regular rapid (antigen) and PCR testing on all team and agency members, and test residents on a regular basis as per Public Health guidelines. Essential family caregivers are still required to provide proof of a negative COVID test every 7 days before providing essential care.

Thank you for your understanding and cooperation with respecting the strict protocols – we all have a role to play in keeping our communities safe. As always, please feel free reach out to the General Manager or email [ask@delmanor.com](mailto:ask@delmanor.com) if you have any additional questions or concerns.

Thank you to our amazing teams for keeping our residents and each other safe. Stay well.

Elaine Wood,

A handwritten signature in cursive script that reads "Elaine Wood".

Vice President of Operations