

March 29th, 2021

Dear Residents, Families and Team Members;

For over a year we've had to deal with numerous challenges, while adhering to strict health and safety measures. I recognize that it has been extremely difficult to not visit your family the way we normally do – in person, and not virtually! The new year was a turning point, with relatively quick deployment of the vaccine for our residents and team members. Despite this wonderful progress, we must not let our guard down. At present, only 10% of Ontarians have received their first dose of the vaccine, with the goal to get 75% of all age groups immunized (first dose) by the end of June.

The vaccine is a BIG step in reducing the risk of COVID transmission. We are already seeing fewer outbreaks in retirement and long-term care homes. The data is very encouraging! This does not mean however, that we are able to relax our health and safety protocols just yet. The vaccine doesn't provide 100% protection. You can still pass the virus along or contract it, even after being fully vaccinated. Until such time that Ontario's Chief Medical Officer repeals some/all of the orders to Directive #3; residents, employees, agency workers and essential family caregivers must continue to undergo twice daily temperature checks and screening, wear a mask, complete regular hand hygiene and practice safe physical distancing. As a reminder, essential family caregivers are required to keep their mask on while visiting a loved one in their suite.

We have become tired of this regime, but it's more important now than ever. As you will have no doubt read in news, the province continues to see increased cases of variants of concern (VoC) COVID strains, which are known to be 50-70% more contagious. Toronto remains in grey (lockdown) status and Halton remains in the red zone. This means that only essential family caregivers are permitted to visit at this time. Residents can leave the building for **essential reasons** such as groceries and medical appointments only. Visiting a family member(s) in their home is still not permitted at this time.

The RHRA is in discussion with the Chief Medical Officer and Ontario Public Health to determine if scheduled indoor and outdoor visits (in designated areas of the building,) can resume for all visitors soon. We will provide a further update once we hear from the RHRA.

Additionally, we believe that our hair salons located in the grey zone will be able to re-open beginning April 12<sup>th</sup>, provided that the case counts don't continue to rise and that the Ministry does not walk back their current commitment to allowing salons to re-open.

Thank you for your understanding and extreme patience this past year. We are all looking forward to brighter days ahead with the massive vaccination efforts underway in the province. As always, please reach out to your General Manager or email [ask@delmanor.com](mailto:ask@delmanor.com) if you have any additional questions or concerns. Wishing everyone a peaceful and healthy Easter and Passover.

Adam Fineman,



President & Chief Operating Officer