

December 16th, 2021

To Our Valued Residents and Families;

It has been an absolute privilege to have joined Delmanor in March 2021. I continue to be inspired when I visit our communities, and to see our amazing teams delivering an exceptional *Delmanor Experience*. I want to thank them for their dedication and commitment through these challenging times, and never cease to be impressed by the excellent care and service shown to our residents. My visits have also provided the opportunity to connect with some of our residents and I continue to be impressed with their positivity and resiliency. Our residents have faced many challenges over the course of their life and once again, have risen to the occasion.

I am also pleased with the high vaccination levels already achieved by our team members. In addition to our efforts to date to achieve these high levels of vaccination, we have implemented a mandatory vaccination policy to ensure that all team members and future employees are fully vaccinated. The health and safety of our residents and team members remains our top priority.

I would like to continue to stress the importance of following all infection prevention and control protocols (IPAC), including the proper use of PPE. Although most of our residents and team is now triple vaccinated, we must continue to wear masks while indoors and follow all safety measures, especially considering the dramatic spike in the number of cases from the new *Omicron* variant.

To further protect residents and employees from the spread of COVID-19 and the Omicron variant, the Ontario government is enhancing COVID-19 policies effective December 22, 2021 to keep residents and team members safe.

The changes include:

- Restricted entrance to only those who are fully vaccinated. Note: Children who are not fully vaccinated, will not be permitted to visit either.
- Rapid antigen testing twice a week, for all employees and essential caregivers, regardless of vaccination status, prior to working/visiting; as part of enhanced active screening practices.
- Required daily rapid testing for all general visitors and support workers.
- Limiting indoor visits to a maximum of two people per resident at a time.
- Reservations in our dining room/pubs is also limited to two (2) guests.
- Limiting group sizes for programs and events. Details will be posted in-house.
- Additional testing and isolation requirements for residents returning from an overnight absence.

With Christmas and New Year's around the corner, we know this is difficult news, but it is necessary to keep everyone safe.

As you may know, Ontario opened booster shots to people over 50 recently, with those over 18 eligible as of December 20th. Please encourage your family and friends to take advantage of this additional layer of protection.

I also encourage families to take advantage of free take home rapid kits/pop-up testing locations announced by the provincial government yesterday.

<https://www.ontario.ca/page/pop-up-holiday-schedule-rapid-antigen-tests#section-2>

While this latest news is not what I would hope to share, when we are all tired of all things COVID-related, we do know that together we can push through – as we've done before.

I would ask that you limit holiday gatherings to small groups and gather only with those you know have been fully vaccinated. We look forward to the near future when we can enjoy our time together without the need for these additional protective measures.

Thank you for your continued patience and understanding. I will be back in touch if there are further changes or updates.

On behalf of the entire Support Office Team, I would like to wish you and your families a happy and healthy holiday season.

Stay well,

Adam Fineman



President & Chief Operating Officer