

November 18th, 2020

Dear Residents, Families and Team Members;

We can all agree, that 2020 has been a very difficult year and life as we know it has changed dramatically. Over the past few weeks, we have seen the number of positive cases and deaths continue to rise at an alarming rate. Now, more than ever we must remain hyper-vigilant until a vaccine is available. I am encouraged by the promising results from several vaccine trials.

Delmanor has been extremely fortunate to have kept the virus out of our residences since the beginning of the pandemic. This would *not* have been possible without everyone following the strict protocols that have been put in place since March. I want to thank all of you for adhering to these protocols; including screening, twice daily temperature checks, wearing a mask correctly, washing your hands often and keeping a safe physical distance from others.

I strongly urge everyone to get tested **every two weeks** – and not just our employees and other essential caregivers. As you know, asymptomatic carriers can quickly spread the virus unknowingly to others and should then be self-isolating. None of us can afford to be complacent right now, and we must do everything to reduce the risk. A regular test will also give you peace of mind. I understand that “pandemic fatigue” has set in after so many months of living with these restrictions. We are a caring community, who looks out for one another, and our actions will make a huge difference. We must listen to public health officials and limit our social circles to immediate family members only and not go out in the community unless essential. This is critical in continuing to keep the virus out of Delmanor residences. The reality is, if even *one* resident or team member tests positive, local public health officials will more than likely, declare an outbreak and residents would be required to shelter in their suite for at least 14 days. I am therefore asking residents to fully utilize any in-house services such as the hair salon, foot care clinics and mobile labs, as this is a much safer option. At this time, we ask that family members drop off groceries, or a member of our team will help facilitate this.

I want to thank our amazing Delmanor teams for their unwavering commitment and ongoing efforts to keep our residents and one another safe. They will continue to closely monitor for any symptoms, while ensuring all infection control protocols are being followed.

To our residents and families, thank you for your patience, cooperation and ongoing support. Together we are stronger. Stay well.



Sheldon Gould,

Chief Operating Officer