

March 13, 2020

Dear Clients and Caregivers/Family Members,

With growing global concerns around the spread of COVID-19, we wanted to provide you with an update on our response to date and our commitment to the health and safety of our Clients, Residents, Staff and Volunteers.

The World Health Organization declared that COVID-19 can be characterized as a pandemic. However, according to the government of Canada, the general public risk for Canadians remains low at this time. With that in mind, we are taking the proper precautions towards controlling the spread of any illness and reducing the risk of exposure or transmission.

To protect yourself from transmission of COVID-19 via direct contact, continue to practice good hand hygiene using soap and water or alcohol-based hand sanitizer, avoid touching your face and practice social distancing as much as possible (at least 2 meters apart).

We are also taking precautions by actively screening visitors prior to entering any of our locations. Team members have been assigned at all entrances and you will be asked the following about possible exposure to COVID-19 prior to entry:

- Do you have fever, new or worsened cough, and/or other respiratory symptoms?
- Have you or anyone in your household travelled outside of Canada within the last 14 days?
- Have you or anyone in your household had close contact with a confirmed or probable case of COVID-19?

**If there is a positive screen (answers YES) to any of these questions:**

- We will ask you not to enter the facility
- We will also encourage you to contact your primary care provider, call Telehealth **1-866-797-0000**, or contact your local public health unit

**Possible Service Cancellations:**

As new information becomes available, we may need to make the difficult decision to cancel some of our services in an effort to keep all Clients and staff safe and healthy. We will keep you informed and let you know of any changes should they arise. Please know that we are monitoring the situation very closely.

For the most up to date information on COVID-19, please refer to the Ministry of Health website: <https://www.ontario.ca/page/2019-novel-coronavirus>.

Please contact your Service Coordinator or Program Representative if you have any questions related to this information or require any additional supports.

Sincerely,

The Senior Management Team