

18 March 2020

Dear people we support and families,

Thank you for your patience, diligence, and understanding during this time. We are in uncertain times, and our communities are taking needed precautionary steps to prevent the spread of COVID-19.

As an organization who works for and with people in everything we do, preventative measures are changing daily. Our first priority will continue to be the health and wellbeing of the people we support, their families, our staff, and our collective communities.

We will be taking the following preventative measures around social distancing, in addition to what has been announced in recent days, to help prevent possible entry or transmission of COVID-19:

- All CLGW locations are closed to any visitors, including families, until further notice
- If families choose to take their family member out of a CLGW residence, for any duration of time, they will be required to stay there until further notice
- Guelph Administrative Building is closed to the public

We encourage families to be in contact with the residence, and where possible, we encourage families to begin a routine of calling and/or face-timing their family member, where technology permits.

Families who have expressed their interest in self-isolating their family member at home during this pandemic, are encouraged to do so as soon as possible. People we support who self-isolate at their family home will not lose their spot in our residential program. They will be asked to remain at home until further notice, and we will reassess this weekly.

The City of Guelph announced that they will be offering free bus fare until April 15<sup>th</sup>, but with reduced service. We are in contact with Guelph Transit, and waiting on more information about reloading bus passes beyond April 15<sup>th</sup>, as well as any considerations to those who have paid for their bus pass up until March 31<sup>st</sup>. We will share details once they are available.

We received good news from the Ministry of Children, Community and Social Services that residential service funding will be boosted during this time. With some of our other services being greatly reduced during this time, we will be redeploying these trained professionals to bolster residential services to ensure that all residential support needs are met. We have already redeployed all day program staff to support this transition. We will also be doing the best we can to limit staff to one support location.

For people accessing Supported Independent Living services, we will be making extended efforts to ensure our Grocery Assistance Program is available, stocked, and able to help combat food insecurity during this time.

These are difficult and stressful times. As we monitor provincial and federal escalation of the COVID-19 pandemic, all of our preventative measures come from consultation with community and provincial partners. While we understand this has significant impact on you and your family, we will continue to prioritize health, wellbeing and safety during this time.

Thank you for your continued support. We will reassess service impacts weekly.

We will continue to keep you informed of any new developments, and you can read the latest at: [clgw.ca/covid19](http://clgw.ca/covid19)

Regards,

  
**Laura Hanley**  
Executive Director

  
**Gerry Walsh**  
Board President