

12 June 2020

Dear people we support and families,

Earlier this week, we were finalizing our rules and guidelines for outdoor family visits. As you may have heard, the [Government of Ontario announced their criteria for these visits](#), yesterday. Of note from this announcement, the government is requiring visitors to attest that they have received a negative COVID-19 test result in the previous two weeks, and subsequently not tested positive. The residence is not responsible for providing the testing for visitors.

Attached, you will find **Lessening Restrictions – Phase 1**. In Phase 1, we focused on family visits for the people we support, and the rules and guidelines needed to do that safely.

These rules and guidelines capture the Government of Ontario's requirements, as well as some unique requirements for our organization. The rules and guidelines have also been reviewed and vetted by Wellington-Dufferin-Guelph Public Health.

Please take a minute to read through all of the rules and guidelines. If you have any questions, please connect with the supervisor for your family member's residence.

These last few months have been a very stressful and challenging time for everyone. As we lessen restrictions, we ask for your patience and understanding. We have been doing our best to keep the people we support and our staff safe and healthy through all of this.

As a visitor, you have a variety of responsibilities that will help keep everyone safe who live and work at the residence.

- We ask that you respect the rules and guidelines that have been put into place, and to ask questions if you do not understand them.
- Please answer the screening questions honestly.
- Your visit is limited to your family member, and at this time will not include other people supported.
- We also ask for your patience and understanding. We want you to visit with your family member **and** we need to ensure everyone's safety when doing so.

When you visit, you can expect the following:

- You will have been asked, at the time of scheduling your visit, if you have received a negative COVID-19 test result in the previous two weeks.
- Outside of the entrance to the residence, you will be asked a [variety of screening questions and will have your temperature](#) taken before visiting with your family member.
- You will also be screened again when you leave.

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- You are expected to bring your own chair, snacks and refreshments, as well as a **mask** to your visit.
- You are expected to wear a mask at all times, and maintain six (6) feet of physical distance.
- You won't be able to share your snacks with the person you are visiting.
- Your visit may be supervised.

With your help, we can continue to keep the people we support and our staff safe and healthy through these visits.

Earlier this week, the [Chief Medical Officer for Wellington-Dufferin-Guelph Public Health announced that face coverings are mandatory in all commercial establishments](#), as of 12:01 am, today.

The order allows commercial establishments the right to refuse people entry if they are not wearing a face covering. It also mandates that businesses have to have alcohol-based rub available at entrances.

In an effort to ensure safety while in the community, we are distributing two cloth masks to every Direct Support Professional, as well as to the people we support.

The people we support will also have to wear a mask while visiting commercial establishments in our community. Some of the people we support may want to begin wearing a mask for their own comfort and peace of mind.

The cloth masks that the people we support and our DSPs will be receiving, were donations from a long list of generous community members. These donors took a keen interest in ensuring the health and safety of the people we support. These masks were often hand sewn, made with care, or purchased from a skilled maker.

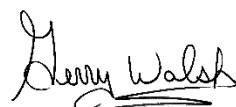
These cloth masks will be shared with Direct Support Professionals and the people we support living in our residences, first. This is to help minimize what risks we can to our congregate care settings.

To help understand the role a non-medical mask can have in your safety and health, [Public Health of Ontario has provided a Non-medical Masks and Face Coverings Guide](#). We are also sharing a [plain language graphic that explains the use of a cloth mask](#).

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

Regards,


Laura Hanley
Executive Director


Gerry Walsh
Board President