

16 July 2020

Dear people we support and families,

Thank you for your patience, feedback, and understanding these past few weeks. We appreciate you're understanding as we adapt and make changes to our Lessening Restrictions guidelines.

Yesterday afternoon, the Government of Ontario announced their updated guidelines for outdoor visits in Long Term Care facilities. These updates were effective immediately. They also announced their progressive plan to include indoor visits, beginning July 22, 2020. Shortly after, the Ministry of Children, Community and Social Services released their updated visiting guidelines.

The [MCCSS release is available here](#).

We are really excited to see this positive step forward for the people we support and their families. The people we support experience social isolation in a variety of ways and this pandemic has really put an exclamation mark on that. Having progressive steps that help reconnect the people we support, with those who matter most to them, is essential.

Effective immediately for CLGW, families no longer have to attest to having a negative COVID-19 test within the two weeks prior to the visit.

Supervisors, Managers and the Lessening Restrictions Committee will be discussing how best to implement indoor visits. We recognize that each of our residences has unique features and circumstances that need to be considered to ensure the safety and wellbeing of everyone at the residence. This includes considering where in the residence visits can occur, how to best bring visitors into the residence, and so much more.

Once we have this information sorted out, we will share it with you.

Earlier this week, we released to staff an [update to Lessening Restrictions – Phase 2](#).

For some of the people we support, their primary hair dresser or bank is not within their immediate neighbourhood or community. For some communities there is only one drive thru, which can be very limiting.

We are requiring that drives remain in Guelph and Wellington County for now. This helps to ensure we continue to follow all Public Health directives, to ensure the health and wellbeing of the people we support and staff.

There are also some circumstances, where it is necessary to go for a drive that is longer than two hours. As an example – perhaps someone gets their haircut by a hairdresser in another town. This

drive and appointment may take more than two hours.

Staff will be working alongside the people we support to arrange for these drives, appointments, and coordinating with Supervisors around extenuating circumstances.

The Government of Ontario has also [extended most emergency orders, through to July 29, 2020](#).

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