

30 July 2020

Dear people we support and families,

In June, we shared with you Lessening Restrictions – Phase 1. This was our first step towards offering family visits at our residences for the people we support.

Today, we are sharing with you an update to these visitor rules and guidelines. This letter contains a summary of the changes you will see.

- Visitors no longer have to attest to a negative COVID-19 test result in the 14 days leading up to their visit. We announced this when the Government of Ontario relaxed this expectation. However, if you have been or are presently feeling unwell, please stay home and reschedule your visit. We want you to visit, but it needs to be safe to do so. Your health is important, as well as the health of the people we support and our staff.
- Previously, visits were specific to family members. These visits may now include friends. Friends may include people living in other CLGW residences. The same visitor rules and guidelines will apply to all visitors, including the people we support.
- However, we aren't quite ready to have someone living in a CLGW residence, visit a friend living in a non-CLGW residence. This may include a family home, their own apartment, or even at a public place.
- For now, we are focusing on outdoor visits only. Many of our residences experience unique challenges when hosting an indoor physically distant visit, for up to four people (two visitors, one person we support, one staff member as needed). We are still working on finding creative solutions that work for each residence.
- Visits may now occur two times per week. Visits are still limited to a maximum of one hour per visit, and a maximum of two visitors.
- To schedule your visit, please contact the residence. Previously, visits were to be scheduled through the residence's supervisor. This is no longer the case.
- If you need an accommodation to successfully visit someone we support, please do not hesitate to contact your residence's supervisor. Accommodations will be reviewed on a case by case basis, and the supervisor may be able to approve extenuating circumstances.
- All visitors are expected to review the [IPAC Package for visitors in Congregate Living Settings](#) before visiting.

If you have questions about what's expected of you as a visitor, please reach out to your residence's supervisor before scheduling your visit.

The complete [updated Lessening Restrictions – Phase 1 is available here](#).

As a helpful reminder, if visiting in person isn't the best option for you, you can always arrange for a video call with the residence. Each residence has a tablet for this purpose, thanks to the generosity of our community at the beginning of this pandemic.

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