



*Caressant Care Nursing
and Retirement
Homes Limited*

Memorandum

To: All Residents, Families, Staff
From: Debbie Boakes VP Operations,
Date: November 16, 2020
Re: **COVID-19 Response**
Cc: **Management teams, Head office team. Home Physicians**

Dear Family Members:

The second wave of COVID 19 has impacted many Long-Term Care Homes and Retirement Homes in the Province. In light of recent announcements from the ON government, and the increased onset of COVID-19 cases in our surrounding areas, as a Corporation we have made the difficult decision to put on hold all short and temporary absences.

Effective immediately, we will be limiting all indoor visits with Residents to one (1) Essential Caregiver. Consideration for family visiting for residents who are at End of Life will be determined by consultation with the home.

Residents must remain on the property when outdoors and can only leave the homes for appointments related to medical reasons. This will be in effect regardless of whether the Home is currently in an outbreak or not.

Please know that we are continuing to make every effort to care for your loved one and will continue to maintain their important connections with families and loved ones. Please contact the Recreation Department of the Home for information on setting up virtual visits, phone calls and window visits.

We continue to welcome the dropping off of food and gifts for Residents. Please remember that all items being dropped off for Residents must be in a wipeable plastic container and will be held for 3 days before being given to the Resident. We are asking that you do not send in holiday decorations for Resident's rooms. The Home has decorations that they will be putting up for the season that can be managed during routine infection control cleaning.

We know that this will be difficult for you and the Residents. Thank you for working with us as we continue to keep your loved ones and staff safe.