



March 22, 2020

Dear Family Members,

I am writing with some difficult news. Two residents at St. Clair O'Connor Nursing Home has been diagnosed with COVID-19. They do not have severe illness, and have not had to be hospitalized. We are taking immediate steps to reduce the chance of transmission and keep our residents and staff safe and healthy. We are working closely with Toronto Public Health (TPH) and are following their recommendations.

All residents in the Long Term Care Home (LTCH) are in "home isolation" in their rooms until the OB has been declared over. This includes tray service meals in their rooms. Our staff will continue to provide all necessary care and support to our residents while they are in isolation, using full infection control precautions. Staff working in the LTCH will only be working in that area and will not be going to other parts of the community.

TPH staff have carefully assessed our situation. Our Director of Long Term Care Services is in touch daily with TPH to make sure we are doing all we can to keep our residents safe and healthy.

We continue to take the following precautions:

- Increased cleaning, especially high-touch surfaces such as hand rails
- Close twice-daily monitoring of all residents for symptoms
- We are actively screening all staff for symptoms before they start their shifts
- Staff who have travelled outside Canada must be in home isolation for 14 days before they return to work
- All our staff have been remind to monitor themselves for illness and to not come to work when they are sick.

We are also following Ministry of Health's recommendations on these additional measures:

- **No visitors to the facility in order to further protect our vulnerable residents**
- We have cancelled group activities for all residents

We want to remind everyone that washing your hands often and covering coughs and sneezes is the best way to stop the spread of COVID-19.

We wish our residents in isolation all the best during this difficult period.

Sincerely,

**Mary Hoare**  
(CEO)