



Memo

To: **Family Members**
CC: **Board of Directors**
From: Sherry Kerr, Executive Director
Date: June 11, 2020
Re: COVID-19 – UPDATE - Visitors

The Board of Directors and Management's number one goal remains the health and safety of the people we support and staff of Participation Support Services.

Today, Premier Doug Ford announced the resumption of visitors to Long Term Care Homes, Retirement Homes and Congregate Living Settings beginning June 18, 2020.

I know how patient and anxious our family members and friends have been these last several weeks and I know how important a visit with your loved one living at either Bell Lane, the Stedman House or Colborne Street is.

At this time, Participation Support Services **has not** received the directive or the specific guidelines to implement this practice.

I would ask that you remain patient and do not ask front line staff about a potential visit. Management will need some time to develop and implement the health and safety policies and procedures required to ensure the ongoing safety of our residents, tenants, and staff.

Front Line staff do not have these answers for you currently.

As stated, Management will work diligently to develop the necessary protocols for visits to resume as soon as possible. This information will be shared with you once developed.

Please feel free to email me directly at skerr@pssbrantford.org with any questions or concerns.

Again, everyone's health and safety will remain our number one goal.

Sherry R. Kerr, Executive Director