

# Memo

**To:** Families and Alternate Decision Makers

**From:** Sue Hall, Director of Services

**Cc:** Victoria Baby, COO, Shari Ernst, Manager of Residential Services, Cullen Drew, Manager of Community & Distance Services

**Date:** May 27, 2021

**Re:** MCCSS Guidelines for Family Visits

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Sensity is revising guidelines for family visits based on an update received from the Ontario's Ministry of Children, Community and Social Services.

We encourage visits to be held outdoors, however, in case of inclement weather the visit can be moved indoors. Indoor visits can include up to two essential visitors. For outdoor visits, up to four family members can participate in the visit.

The new guidelines are effective immediately and will continue until community transmission rates decrease and vaccination rates reach adequate levels in accordance with the Ontario government's three-phase plan for re-opening.

Please note, the vaccination status of either the individual who is deafblind or their family members does not at this time have an impact on the family visit guidelines.

All visitors will be expected to follow these guidelines:

- All visits must be booked in advance with a minimum of five days' notice.
- Bookings can be made through Lily Crawford at [lcrawford@sensity.ca](mailto:lcrawford@sensity.ca). Time slots for visits are available seven days a week, 10 a.m.-1 p.m. and 1:30 p.m.-4:30 p.m.
- Bookings will be dependent upon the availability of the necessary space to maintain appropriate physical distancing between groups should more than one family want to visit at a time.

- All visits must take place in the designated area at the site. Visitors may also choose to go for a walk nearby with their loved one.
- All essential visitors will be screened by a Sensity staff member upon entering the site. If you are not well, please do not visit! We will be happy to rebook your visit as soon as you're feeling better.
- Visitors are expected to either wash their hands with soap and water or use hand sanitizer upon arriving at the site. They will also be required to wear a face mask and face shield, regardless of whether the visit takes place indoors or outdoors. All PPE items will be provided by Sensity. (If you received a face shield during a previous visit, please remember to clean it and bring it with you to use on your next visit.)

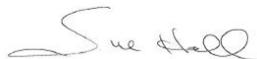
Although we encourage you to go for a walk with your loved one, at this time going for a drive together is not permitted as Ontario's Stay-at-Home order remains in effect.

We recognize that some families may require a different time for a visit than what is listed above. If this is the case, please contact me, Sue Hall, Director of Services, directly at [shall@sensity.ca](mailto:shall@sensity.ca) to make the necessary arrangements.

We appreciate your patience and co-operation as we journey together on a path out of this pandemic. Please remain vigilant as we take these next steps.

Maintaining the health and well-being of both the people in our services and our staff continue to be a focus for Sensity and the Ministry. Thank you for helping to keep our community healthy and safe!

Sincerely,



Sue Hall  
Director of Services