

Memo

To: Families and Alternate Decision Makers

From: Victoria Baby, Chief Operating Officer

Cc: Sue Hall, Director of Services, Shari Ernst, Manager of Residential Services, Cullen Drew, Manager of Community & Distance Services

Date: May 21, 2021

Re: Revisions to Family Visits

Sensity is revising our protocols for family visits based on new public health measures announced by the Ontario government.

Beginning on Tuesday, May 25, **outdoor** visits with a loved one can include up to two essential visitors at a time.

All essential visitors will be expected to follow the same guidelines that were previously in place. As a reminder, the guidelines are:

- All visits must be booked in advance with a minimum of five days notice.
- The maximum number of essential visitors at any given visit is two at a time.
- Bookings can be made the week of May 25-28 by contacting Cathy Pascuttini at cpascuttini@sensity.ca. For any future weeks you can contact Lily Crawford at 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.
- All visits must take place in the designated area at the site. Essential 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.
- Essential 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



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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.

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 Sue Hall, Director of Services, directly at shall@sensivity.ca to make the necessary arrangements.

Sincerely,
Victoria Baby, COO