

April 8, 2020

Dear Cassellholme Community Support Services Client,

In recent weeks, strong measures have been taken by the Ontario government to limit the number of opportunities for people to come into close contact with one another during the COVID-19 pandemic. To this end, it has been strongly recommended that seniors, especially those over the age of 70 self-isolate. This means only leaving home or seeing other people for essential reasons.

Throughout the current COVID-19 pandemic, Cassellholme has continued to service our clients in the community. Cassellholme is taking every precaution to protect the health and safety of our clients as well as that of our staff. To this end, the following measures are in place for all Cassellholme Community Support Services staff:

- ✓ Screening at the **beginning and the end** of every shift (including body temperature).
- ✓ Adherence to social distancing guidelines **at all times**.
- ✓ Staff screen each client **before every visit**.
- ✓ Staff are provided PPE (Personal Protective Equipment) for use **when required**.

Everyone has a role to play in reducing the risk of spreading COVID-19. In order to continue to safely serve our clients, we are reminding all of our clients to **limit the number of persons entering their home**. Visitors in the home, especially when Cassellholme staff are present, put the client and the staff's health at risk and may jeopardize the ability to provide uninterrupted service throughout this pandemic.

In order to facilitate timely correspondence with you in the future, please provide your (or your caregiver's) email address to Cassellholme by sending it to shaughnessyl@cassellholme.on.ca or to ouelletteb@cassellholme.on.ca. If you are a caregiver, please include the name of the client in your email.

If you have any questions or concerns, please contact our main office at 705-474-4250 ext. 241 or 238.

Thank you for your continued support in protecting your own and your care providers' health.

Sincerely,

Nancy Coughlin, RN  
Manager of Community Support Services