

**COVID-19 Pandemic Update  
Home and Family Visits  
March 26, 2020**

The ongoing COVID-19 pandemic continues to have an impact on many aspects of our lives. Every day, we all take new social distancing and other preventative measures to ensure our safety and that of the people around us.

In keeping with such practices, Community Living Toronto (CLTO) is temporarily suspending all home and family visits to and from our residential programs effective March 27, 2020. This means that individuals supported by CLTO will not be able to visit their family homes or enjoy visits from family members while in service.

This is a very difficult decision that we feel is necessary to protect the safety of both the people we support and our staff during this unprecedented time. CLTO staff will make every effort to minimize the impact of this decision and offer alternatives such as phone calls and virtual meetups. Recognizing the impact of this decision, we will review this policy on April 9 and every two weeks after that for as long as this policy is in effect.

Individualized Support and LIGHTS Programs

This policy does not apply to individuals supported through the Individualized Support and LIGHTS programs because they receive support from their families as part of their service model. Families and individuals in these programs are encouraged to practice active screening of any visits and practice social distancing to limit exposure to COVID-19. Individuals and families will be briefed by managers and supervisors on how to remain safe during the COVID-19 crisis, including hand washing, social distancing, and when to seek medical advice. CLTO staff supporting individuals in the Individualized Support and LIGHTS programs will adhere to CLTO policy regarding COVID-19 prevention, including use of personal protective equipment where necessary.

Individuals Returning from Visits

Some individuals in support with CLTO are staying with family for previously scheduled visits and will be returning to their residential program. Prior to returning, individuals in support and anyone who interacted with them will be asked a series of screening questions to gauge their exposure to COVID-19 and possible risk to others at CLTO. Individuals and families who do not pass this screening will be asked to delay their return and monitor for symptoms for fourteen (14) days. Individuals who pass the screening will be monitored for COVID-19 symptoms for fourteen (14) days on their return.

Thank you for your patience and understanding as we manage the COVID-19 pandemic.