

**To: All Staff**  
**From: Brad Saunders, CEO**  
**Date: October 9, 2020**  
**Re: Visits at CLTO Residential Sites**

As we have all heard from the media and our elected officials, Ontario is currently experiencing a second wave of the COVID-19 pandemic. We are committed to doing everything we can to protect the safety of the people we support and our staff. With case numbers ticking up and public health restrictions escalating, CLTO is taking new measures to keep people safe.

We received new guidelines from the provincial government on how to conduct visits to our residential sites. Effective today, visits to CLTO sites will be subject to the following restrictions:

#### Outings

- Outings should be limited to essential trips, such as medical appointments or school. When out in the community, residents should wear a mask, wash their hands, and maintain physical distancing.

#### Essential Visitors

- All visits to CLTO sites should be held outside as much as possible and where practical.
- Indoor visits by "essential visitors" continue, subject to screening measures and scheduled in advance through supervisors.
- **As a reminder, "essential visitors" may include family members providing care, healthcare providers, and maintenance staff. Please see the Essential Visitors Directive for further information on this point.**
- Visits by essential visitors should be held outside as much as possible and where practical. When indoors, visits should be limited to designated areas and subject to usual precautions for indoor visits.

#### Designated and Non-Essential Visitors

- All indoor visits from designated visitors and non-essential visitors are suspended.
- Outdoor visits from designated and non-essential visitors are allowed. These visits must be scheduled in advance and include physical distancing, hand hygiene, and active screening of visitors.

#### Essential Overnight Absences

- Essential overnight absences should continue to be scheduled as normal.

Specific sites may be subject to further measures and restrictions based on local needs and situations. CLTO directives and policies will be updated shortly to reflect this direction. In the meantime, please use this memo to guide scheduling of visits.

In addition, we are also working on operating Visitor Centres at a few sites across the city. These sites would be used exclusively for indoor visits and cleaned thoroughly in between sessions. We will update you shortly as this work progresses.

As we head into the second wave of this pandemic, I know that I can count on your hard work and dedication to safety and health. Please take care of yourself and reach-out if you need any support.

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