

March 18, 2020

Dear Family Members,

CLOC cares about the health and safety of both our employees, the people who access services and their families. We are making every effort to put practical precautions into places in order to keep everyone as safe as possible and prevent the spread of this virus during the COVID-19 crisis.

As part of this effort, we are taking the immediate precaution of restricting/prohibiting visitors at all CLOC operated programs and locations. This will include visits from family to the home or program as well as taking your family member out, home or away, even for a few hours. We fully recognize that not having face to face contact with your family member will be difficult for all involved, but it is a necessary measure to ensure that CLOC is taking every step to minimize the risk to our employees, the people that we support and the community as a whole.

If your family member wishes to leave the Residential location to be with you, they will be expected to remain with you during this time of public isolation (minimally 14 days but likely longer; until the pandemic has cleared).

CLOC is making all efforts to keep employees and people receiving services safe and your cooperation and understanding at this uncertain time is appreciated. We will make every effort to keep you connected with your loved one through technology and with updates, and will consult with you individually as to what methods would assist in staying touch with your loved one.

CLOC has established a dedicated COVID-19 hotline at 905-576-3011 x385 for anyone who might have questions or concerns. We also ask that if you have any questions that you do not hesitate to contact us by phone or email at the above number, or contact Operations Managers Bev Winn or Christine Vos.

I thank you all for your understanding during this situation.

Sincerely,



Janice Dewland
Director, Operations