

Parents, Guardians and Partners,

Effective Monday, March 23, 2020, Safehaven has made the difficult decision to temporarily suspend all visitations for the remainder of the COVID-19 pandemic. This decision has been made based on the evolving COVID-19 pandemic and the increasing number of community transmitted cases in Ontario. To access up to date information from The Government of Ontario please click [here](#).

The connection we share with our families is a testament to our shared vision and our willingness to work together for the betterment of your loved one(s). At this time, we believe the safest, healthiest precaution is suspending visitation to significantly decrease any chance of spreading COVID-19.

Maintaining communication with your loved one is still integral: currently, we are offering phone calls and we have acquired technology to virtually connect families to loved ones through apps like Facetime and Whatsapp. Our employees will work with families regarding visits for exceptional circumstances on a compassionate and equitable basis.

Moving forward, all parents/guardians and families will be informed of all changes to our visitor status through emails, and follow-up phone calls. Furthermore, we are uploading all updates to our COVID-19 page available on the Safehaven website (to access, you can click [here](#)).

If you have any questions about Safehaven's response please do not hesitate to call us at 416-535-8525.



Susan Bisailon, CEO
The Safehaven Project for Community Living

