

March 16, 2020

Dear Parents,

**There have been changes to Safehaven's respite services, visitor restrictions and enhanced screening practices to keep you and your child safe.** Safehaven is taking additional precautions to keep our clients, families, visitors and staff safe as the novel coronavirus (COVID-19) situation continues to evolve. To date, we have implemented active screening with our staff and visitors in all locations. In particular, we are screening individuals regarding infectious symptoms, travel history outside of Canada, and any exposure to an individual(s) who has recently been confirmed or suspected of having COVID-19.

**Immediate changes:** To ensure the wellbeing of our clients and staff, Safehaven has made the decision to close our respite support until April 3, 2020. We will be evaluating the situation over the coming days. We have also placed our external recreation programming on hold during this vulnerable period, including music, pet, and clown therapy.

Additionally, we have changed our visitor practices to allow **ONE** parent per individual client at any given time. Please note that at this time, no siblings are allowed in our facilities except under extreme circumstances. Thank you for working with us as we strive to keep everyone healthy during this period.

**All clients, visitors and staff entering our facility will be screened for infectious symptoms and recent travel.** Any individual who does not pass our screening will be turned away: Safehaven will work with each individual to make alternate arrangements and provide support where possible. These restrictions and heightened screening practices are consistent with our Pandemic Policy and are at the recommendation of Toronto Public Health and the Ministry of Health Ontario. This policy will remain in effect until further notice.

Safehaven strongly believes that these heightened measures will help promote the safety of all those entering Safehaven, without compromising the wellbeing of our clients, visitors or staff. We ask for your help and support to keep our clients, visitors and staff safe and healthy. If you have any questions about Safehaven's response, please don't hesitate to contact me at 416-571-8404 ext 223.

Thank-you for your patience and trust at this time,



Susan Bisailon, CEO

