

April 16th, 2020

Dear Parents,

Since our last update, Safehaven has continued to evaluate and adapt our practices to ensure we are providing the highest quality of care throughout the COVID-19 pandemic. As always, the safety of our clients, employees and community is our utmost priority.

Safehaven has taken key steps to keep our clients and staff safe that are aligned with Public Health and Best Practices to reduce transmission of the COVID-19 virus as follows:

- Dedicated staff for each location who only work for Safehaven
- Staff wearing mask in our locations at all times as they cannot meet the minimum recommendations for physical distancing
- No Visitor Policy

Safehaven strongly believes that these heightened measures will help promote the safety of all those entering Safehaven, without compromising the wellbeing of our clients and employees. You can rest knowing our employees are trained and prepared to support our clients in understanding the rationale for masking. Thankfully, masking, visitor restrictions and having dedicated staff are changes that further protect your loved-one, and it will not impact the compassionate care we provide.

We know that this may be difficult and confusing for many of the clients and families. We are doing our best to communicate the changes and maintain normalcy as much as possible.

As always if you have any questions or concerns, you can reach me at 416-535-8525 ext. 223. Thank you for your continued support, stay healthy.



Susan Bisailon, CEO

