



December 23, 2020

To: Residents and Family Members,

## Update re Provincial Shutdown

On December 21, the Ontario government, in consultation with the Chief Medical Officer of Health, and other health experts, announced it is imposing a **provincewide Shutdown, effective at 12:01am on December 26, 2020**. These are extraordinary safety measures to try to halt the region-to-region spread of COVID-19 throughout the province. As I'm sure you appreciate, these measures are especially important for the safety of residents in retirement and long-term care (LTC) homes. They offer additional precautions for both residents and our staff.

For the duration of the Shutdown, all LTC and retirement homes in Ontario must abide by the protocols for Grey (Lockdown) zones. What this means is, starting on December 26th:

- Scheduled "general" visits are not permitted
- Visits by Personal Care Service Providers are not permitted.
- Care services provided by designated Essential Caregiver Visitors can continue, one at a time. These are essential services identified in the resident's Plan of Care that supplement the care provided by staff.
- Overnight absences by residents are not allowed (single night ER visits excepted).
- Short absences by retirement home residents (not overnight) are only permitted for essentials (e.g. medical appointments, filling prescriptions).
- In-person tours are not permitted.

Note that additional restrictions may also apply when a home is in outbreak and/or a resident is self-isolating or symptomatic. Also, local public health units have the ability to direct further restrictions or requirements. We will continue to keep you informed via letters, the Twitter account @AON\_responds, and the website: <https://aoninc.com/covid19-communications.php>. We encourage you to stay in touch with your loved ones through virtual-visits, via tools like FaceTime or Skype. Our staff will happily assist you.

Thank you for your continued patience as we implement the new rules. This has been a difficult year and new restrictions over the Holidays is not something any of us want to see. However, our top priority is always the health and safety of our residents and staff, so we respect the extra caution the Province has imposed and ask that our families and loved ones do the same.

*Tim Harrold*

Tim Harrold, Senior Vice President –AON Inc.