

March 17, 2020

To the attention of our Families and Community Partners,

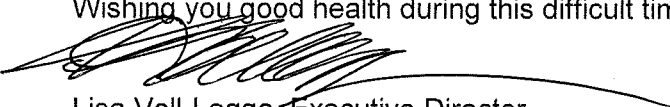
In light of recent developments regarding the COVID-19 outbreak, Thresholds Homes and Supports has implemented additional measures to our current processes and procedures to ensure the health, safety and welfare of our consumers, employees, and visitors.

Following the advice from official health organizations, here are some of the steps we have taken in the last few days:

- Crisis Respite services will be restricted to half of the normal program capacities to ensure residents and staff have room to socially distance themselves.
- Community Support Services will occur over the phone where possible, and non-essential activities and transportation will be discontinued until further notice.
- The office will remain open by appointment only during regular office hours (08:00-16:30).
- Group homes will not be welcoming visitors, and residents will be encouraged to remain close to home until further notice. Group Home staff are receiving refresher training on universal precautions and PPE use.
- Team members are being asked to avoid face to face interactions with consumers and community partners. Meetings that can be hosted virtually will continue. Staff are on rotating schedules to limit the number of employees on site at one time.
- Thresholds will continue to regularly communicate updates from Health Canada with staff and we are advising all team members to stay home should they be feeling sick.
- We are also advising any employee who has travelled outside of Ontario, those who have been in contact with someone known to be infected, or those who have visited the hospital in the last month to remain away from the workplace for a period of fourteen days.

We continue to monitoring the situation closely and will reassess our response and keep you informed. We are grateful for your continued support and remain committed to meeting our responsibility to you and our team.

Wishing you good health during this difficult time. We will get through this together.



Lisa Voll-Leggero, Executive Director
Thresholds Homes and Supports Inc.