

October 27, 2020

COVID-19 Update

I hope you are all healthy and safe during this pandemic. We are committed to keeping everyone we support safe and we need your help. The virus causing COVID-19 can cause outbreaks in apartment buildings and homes. Many people have medical conditions putting them at very high risk of becoming sick, or even severely ill with COVID-19.

To protect everyone connected with Thresholds and reduce the risk of Covid-19, we are continuing to limit visitors to the homes, reduce face-to-face contact in the community and not permit staff to drive individuals in their cars.

We are monitoring staff and consumers for symptoms of respiratory illness. Our staff will wear masks when they are unable to physically distance and we urge all consumers to wear masks when meeting with staff, are in common areas of the homes or out in the community. We encourage everyone to practice social distancing as well as frequent handwashing and sanitization – all of these activities are important in reducing the risk and spread of this virus. Remember to wash your cloth masks frequently and paper accordion masks should not be worn for more than 1 day before replacing it.

When consumers who are ill are identified, they will be monitored closely, asked to stay in their rooms or apartments and wear a mask. We would ask consumers, particularly those who live independently, to be proactive in planning in case you become ill and determine now who will assist you in obtaining your mail, secure groceries, assist with laundry and medication pick-up from the pharmacy etc.

We will continue to offer services to the best of our ability. The Crisis Respite Program has re-opened, however, at a reduced capacity. If our staff become ill it may have an impact on how we deliver services to you. We continue to take direction from the Province of Ontario and local Public Health departments.

Please call the following numbers if you need more information regarding COVID-19 or if you have symptoms:

Public Health - 519 575-4400

Telehealth - 1-866-797-0000

In case of mental health crisis, call Here 24/7 at 1-844-437-3247

Thank you very much for everything you are doing to keep well. We do not take these risks lightly. We will keep you informed about any new precautions we think are necessary to maintain your health and the health of the staff.

Best regards,
Carmen Abel MSc. RP
Director, Community Services and Housing
Thresholds Homes and Supports Inc.