

A letter to the family and friends of North Yorkers



The Board would like to thank the families of the residents at North Yorkers for their understanding and co-operation with the current restrictions in place. We appreciate that these restrictions mean that you cannot have an in-person visit with your family member and recognize how difficult this must be for you. However, it is important to remember that these restrictions have been put in place for the safety and health of your loved ones.

The health and safety of the residents is of utmost priority to the board, management and staff of North Yorkers. This virus is extremely contagious and is spread from person to person through close contact. The residents of North Yorkers are a very vulnerable group and we all need to do our part to keep their home as safe as possible from exposure to it.

You've probably seen in the news the tragic deaths that have occurred in retirement homes when there is a COVID-19 outbreak. In such communal living facilities, the virus quickly spreads through the population and becomes very difficult to contain. North Yorkers is similar to retirement homes in terms of layout and vulnerability of our residents. Therefore, preventing any appearance of the coronavirus within North Yorkers is of paramount importance. The safest way to ensure this is to limit entry to essential staff only. Unfortunately, this requires you to not come into physical contact with your family member until this virus can be controlled. We understand this is very difficult for both you and your family member; it is difficult for the management and staff as well. We are fortunate to have a management team and staff who demonstrate leadership and dedication to maintaining the health and safety of North Yorkers; we need to support them by staying away. It will also be safer for you.

Each of the city, provincial and federal governments have advised us to 'stay home'. In compliance with this mandate and with the restrictions necessary at North Yorkers, as an alternative to visiting your family member, our facilitator will coordinate opportunities for the residents to call, Facetime or email messages to their loved ones.

Thank-you very much for your support and co-operation with the restrictions at North Yorkers and with management and staff. It is very much appreciated.

Sincerely,

The Board of Directors