

Message to Stakeholders
Updated: September 11, 2020

Dear family members, friends and stakeholders of NYDP,

North Yorkers would like to say thank you to all of our stakeholders for your continued support and guidance through this difficult time. The COVID-19 pandemic has deeply affected the lives of every individual, and important decisions had to be made in order to keep our residents and staff safe. Everyone living at North Yorkers has remained home and has followed our current visitor policy with no hesitation. We are extremely proud of our residents for remaining patient and considerate of one another during this unpredictable time.

As of now, our current visitor policy remains in place. This involves scheduled, outdoor visits only, with a health screener that must be signed before the visit takes place. Washrooms are not available for use, and visitors must remain socially distanced and wearing a mask for the duration of the visit. These visits are also limited to one hour only, as we often have visits that are scheduled back to back and we have few outdoor areas to host visits. It is imperative that all visitors adhere to our visitor's policy, and if unable to do so North Yorkers may have to restrict our protocols to enforce the safety and wellbeing of the tenants and staff.

We are currently considering our options for visits as the weather begins to get cooler, and we will keep everyone informed of any updates or changes to our policy.

North Yorkers is excited for our Communication Enrichment Class to resume from break on Monday, September 14th. The class will continue online for the foreseeable future, as we navigate through the COVID-19 pandemic.

The pandemic continues to threaten the health and safety of our residents and staff, especially now with new daily case numbers on the rise. The management and staff at North Yorkers continue to remain vigilant in our practices with PPE and all safety procedures. We will be sure to immediately provide updates to family members, friends and stakeholders with any new information or protocol changes.

If you have any questions or concerns, do not hesitate to contact the office for clarification.

Sincerely,

Cathy, Chris, Dottie and Sarah

Message to Stakeholders
Updated: July 9th, 2020

Re: Visitor's policy

Dear Family members, friends, and stakeholders of NYDP,

Since the COVID-19 Pandemic began, North Yorkers' management had to make many difficult decisions on new protocols to keep the residents and staff as safe as possible from the virus. The protocols that were shared in March were extremely effective at keeping the virus outside of our walls, however there were some sacrifices that had to be made in order to ensure that the integrity of everyone's safety was not jeopardized. Our no-visitors policy as well as having the residents remain at home at all times meant that our residents had to be physically isolated from family and friends for an unforeseen amount of time. As you can imagine, social isolation can take a huge toll on one's mental health.

We must acknowledge that our residents have done a fantastic job at remaining at home thus far. Everyone has done their part by agreeing to stay home and follow our visitor's policy. It has been wonderful to see that the residents created an even stronger community within their home with each other beyond their usual routines. Although the residents could no longer attend their individual social programs, they discovered that they could create their own entertainment while battling the pandemic together.

As soon as the province began to see a drop in COVID-19 cases and entered Stage 1 of reopening, we made the decision to trial outdoor, socially distanced visits with family members. Over the last month, our residents have had some very successful and safe visits which have certainly lightened up their spirits. Below you will find the directives in place to ensure that our visits remain safe. We will continue to update our visitors policy as we see fit, based on the information gathered from our Provincial and Federal Governments as well as the Ministry of Health and Ontario Public Health.

Upon scheduling a socially distanced visit with your family member who resides at North Yorkers for Disabled Persons Inc., the measures listed below are effective immediately:

1. All visits must be scheduled in advance with the Executive Director, Cathy Samuelson or Manager, Chris Hunt.
2. All visitors must complete a Health Screener before visiting with their family member. This includes a temperature check conducted by management using a non-contact thermometer.

3. All visitors will be required to remain outside on the back patio for the duration of the visit. Washrooms will not be available for visitor use.
4. Each visitor will be required to wear a mask/face covering for the duration of the visit, either your own or one that will be provided to you upon arrival.
5. Visitors must remain a minimum of 6 feet away from the resident at all times.
6. Management will be present to supervise and to assist the resident as needed.
7. Visits will be restricted to approximately 60 minutes.
8. Only one family member at a time may visit.
9. Any breach of these necessary directives may result in denial of future visits during the pandemic.
10. Note that the opportunity for family visits may be modified or eliminated dependent upon health conditions within NYDP and / or directives from regulatory agencies.

All visitors must sign verifying that they have read and understood the above directives that are being enforced to maintain the health and safety of all residents and staff at North Yorkers for Disabled Persons Inc. We thank you for your understanding.

If you have any questions regarding the above visitor's policy, do not hesitate to contact the office for any clarification needed.

We will be sure to update all family members, friends and stakeholders with any new information or protocol updates as soon as possible.

Sincerely,

Cathy, Chris, Dottie, Jessica and Sarah

To All Parents and Stakes Holders of North Yorkers for Disabled Persons.

March 16th, 2020

The health and safety of the residents and staff of North Yorkers remains our highest priority during this COVID-19 pandemic. We recognize that the residents are more vulnerable than most other members of the population.

Up until Friday March 13th, we were taking extra precautionary measures to increase health safety here at the home but were still allowing visitors, subject to their responses to health and travel questions. Our safety measures remain at the highest levels and North Yorkers is as well prepared as possible for this situation. However, as things continue to change, North Yorkers for Disabled Persons has now made the decision to stop all visitors effective immediately, including family members from coming to the home.

Please understand these necessary safety precautions. We hope that you will support these decision.

Residents will be remaining in the home for an undetermined amount of time until we deem it safe for all residents to be in the community, including attending their regular programs. All non-urgent medical appointments will be cancelled.

North Yorker's Management staff members are in daily contact with the Ministry of Health, are aligned with and will follow the directions and recommendations from Provincial Officials and Canadian Health authorities for the safety and wellbeing of all.

North Yorkers is in a position where we are deemed an essential service. Therefore the continued health of our staff is also considered an essential priority in order to provide the appropriate care to all its residents and this restriction will assist with this.

We appreciate your understanding and recognize that you will be concerned as we all venture into uncharted territory. If there is a medical emergency concerning one or more of the residents, we will follow normal emergency procedures and you will be informed if they require transfer to the appropriate medical facility as soon as possible.

Please rest assured that you are able to call and speak with Management and staff at any time. You are also able to visit our website at www.nydp.ca for regular updates. As soon as there are any changes to the protocols at North Yorkers, we will be sure to reach out and notify you as soon as possible.

Thank you for your understanding. We hope you and your family remain safe and healthy as we tackle these challenging times together.

Cathy, Chris, Dottie, Jessica and Sarah