



THOMPSON HEALTH CARE

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To Our Residents and Relatives

I regret that I am sending another update so soon, however due to an unprecedented number of visitors to some of our homes on the weekend and their failure to adhere to social distancing protocols despite our previous communication, I am requesting that you please respect the following visitor restrictions.

Visitors:

- Visitors to the Home will only be at the discretion of the Director of Nursing and only in exceptional circumstances such as palliative or the end of life care.
- No Weekend Visits: Please speak to the Director of Nursing for alternative methods to communicate with your relative or friend or to obtain approval as above. Staff have been advised to send visitors home if this approval has not been given.

Again, these measures are purely to protect your loved one, as we fear the virus has not yet reached its peak. These measures may seem extreme but are essential to protect the most vulnerable members of our community.

We understand this decision will have a significant impact on our residents, but please be assured that in addition to these restrictions all our staff who are caring for your loved ones must also adhere to strict guidelines around personal health and infection control.

Please do not hesitate to contact me or our Consumer Relationship Manager Sonia Korthout if you would like further information or clarification and I will continue to send updates as the pandemic evolves.

Yours Sincerely

Mak BHIDE

CEO

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