

HAWTHORNE PLACE CARE CENTRE: UPDATE TO FAMILIES

June 23, 2020

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Good evening,

Today is Tuesday, June 23rd, and this is Gale Coburn, Executive Director at Hawthorne Place calling with a COVID-19 update.

Last night, North York General Hospital hosted a virtual town hall for families. Many of you were able to join the discussion about the hospital's temporary management role at Hawthorne Place and the plan going forward. During the town hall families were introduced to Susan Kwolek, North York General Hospital Executive Lead at Hawthorne Place. Susan is officially onsite and under her leadership we are working to implement changes to enhance the safety and care of your loved one. Thank you, families, for taking time out of the evening to participate, your engagement and feedback is extremely valuable. A summary of the town hall and the questions asked will be posted on the Hawthorne Place website. We encourage you to visit the space created for family updates often, as we have started sharing information there regularly for easy access.

As we turn our attention to welcoming back visitors, I want to take a minute to talk about the ways we will be asking you to help us keep residents and staff safe. It is critical that family members follow all of the visitor guidelines we are putting in place, including being tested for COVID-19 within 14 days of your visit, and signing an attestation form that you have a negative test result, bringing a mask and wearing it at all times during the visit, following physical distancing measures and most importantly, not visiting if you are feeling **unwell**. We will be providing a list of symptoms that you should self-screen for prior to coming to the home. This is perhaps the most important action you can take to protect residents and staff from COVID-19.

It is essential that each step of the visitor process is clearly established before reopening our home and we appreciate your patience as we carefully and thoughtfully work out every aspect of our approach. We will communicate the start date for family visits in the coming days.

My next update will be Friday, June 26. As always, please feel free to contact me if you have any questions or require any further information about your loved one.

Thank you, have a pleasant evening and a good week.