



200 Boullee Street, New Hamburg, ON
N3A 2K4
Ph: 519-662-2718

March 16, 2020

Dear Family and Friends of Tri-County Mennonite Homes (TCMH):

TCMH takes the well-being of our residents, clients and staff very seriously. COVID-19 is active in Ontario and throughout our immediate Regions. At this time and with the support of our Ministry and Public Health professionals, ***we have suspended non-essential and casual visitations to our Homes.*** This is part of the social distancing efforts that are being undertaken in Canada. We understand your concerns, but rest assured our role is to ensure that our residents and clients are as best supported and taken care of as possible.

We are working on a virtual model of supporting visits with residents and clients of our homes and programs. We will provide more information on this within the next day, and how this can be best accessed; this will take the form of Skype and Facetime as forms of access.

Hospitals and community-based doctors offices have cancelled non-essential care, and are moving to virtual care models as well – telephone and electronic based. At this time, we are also asking you to respect our efforts to maintain the well-being of our residents, clients and staff. We will not at this time be permitting residents to leave for casual visitations outside of the Homes.

Medically necessary and essential outings will be supported.

These are difficult and ever-changing times. Our decisions are not lightly taken, but necessary to ensure the health and well-being of our residents, clients and staff. We will be monitoring the situation closely and will provide updates frequently.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Harrison".

Dr. Steven Harrison
CEO Tri-County Mennonite Homes