



HÔTEL-DIEU GRACE HEALTHCARE

ESTD 1888

January 11, 2022

Dear HDGH Patient,

As part of our response to the COVID-19 pandemic and our commitment to patient and family-centred care, our team continues to closely monitor the number of COVID-19 cases in our community in order to ensure that we can support our patients, families, staff and community in a safe way. Our commitment to the safety and security of our Windsor-Essex community, our patients, their families, and our staff here at Hôtel-Dieu Grace Healthcare has and continues to be our top priority.

As such, today we are writing to inform you that based on the increase in numbers of COVID-19 cases and in consultation with our Patient and Family Advisory representative as well as our Clinical Ethicist, our Senior Management team has made the very difficult decision to temporarily pause the Designated Care Partner Program beginning tomorrow, **January 12, 2022**. This means that the Designated Care Partners that patients had previously identified will no longer be permitted on our campus for the time being. We are committed to patient and family-centred care and our Designated Care Partners are valuable members of our team, however, we need to take this temporary pause to ensure we are not only keeping our patients safe but our families and community safe as well. Patients who require end-of-life (palliative) care and who are actively dying as defined by the clinical team may have up to four (4) visitors present at any given time. These individuals will be required to stay in the room, wearing a visor and mask at all times. These individuals will be required to stay in the room, wearing a visor and mask at all times.

HDGH remains committed to ensuring a focus on patient and family-centred care and we understand this temporary pause is difficult for all of us, but mostly our patients and their families. The decision to pause this program temporarily did not come without significant reflection and consideration. Senior Management commits to evaluating this decision in consultation with our Patient and Family Advisory representatives and will provide updates regularly. As soon as it is safe to do so we will stop the temporary pause and start to reintegrate our Designated Care Partners into HDGH.

In order to do this, we will continually monitor and assess the COVID-19 rates in Windsor-Essex. This is a very fluid situation and as a result, at any point in time, HDGH may need to make necessary changes to visitation and access for our DCP's to ensure the safety of our patients, staff, you all, and the community. Please be assured that we value the partnership with our Designated Care Providers and we will do everything possible to ensure that this temporary pause is as short as possible. We will keep you informed of any changes to the situation and we will continue to ask for input from our Patient and Family Advisory representatives and others to ensure that we work through these decisions collaboratively.

I apologize for any inconvenience, distress or concerns this creates for you and your family members. I appreciate your understanding and your patience as we continue to navigate these very unprecedented events and

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circumstances. As always, should you have any concerns or questions please do not hesitate to reach out to your unit manager or the patient advocate.

Thank you,

Bill Marra
President and CEO

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