



# HÔTEL - DIEU GRACE HEALTHCARE

ESTD 1888

March 20, 2020

Dear Hôtel-Dieu Grace Healthcare Patient/Family Member,

This is a difficult letter to write to you today. I know this will create significant anxiety and hurt and I apologize to you for this.

As you know, on Wednesday March 11, 2020 the World Health Organization declared the coronavirus COVID-19 an outbreak pandemic and our province of Ontario is under a state of emergency. We know that you understand that this is a serious situation for our province and our community. The following measures are being implemented to protect **everyone**. The safety and security of our Windsor-Essex community, our patients, staff, and physicians here at HDGH is our top priority. HDGH serves some of our community's most vulnerable individuals and we take our responsibility to them all seriously.

As a result, **effective tomorrow, March 21, 2020**, visitors are being restricted to only those patients who require end-of-life care (note there are no other exemptions). These patients are limited to one visitor at a time who must still adhere to the visitor restrictions outlined below.

- Visitors will be required to answer questions about respiratory signs and symptoms and may be denied entry if they are experiencing signs or symptoms of illness.
- HDGH will not allow any visitors who have travelled outside of Canada, including the United States, within the last 14 days. The 14 days begins from the first day an individual returned to Canada.
- All visitors at HDGH must be over the age of 18. No children or youth under the age of 18 are allowed to visit patients.

Our dedicated staff will continue to provide care and services to our patients to enhance their safety and wellbeing. HDGH is in the process of establishing a Family Support Team. This team will provide companionship and support for our patients, your loved one. HDGH is also exploring technological solutions to support communication between patients and their loved ones. Our goal is to ensure that your loved one can connect with you on a regular basis. We encourage you to keep in touch through telephone or video calls.

For questions, you may have regarding this change and HDGH's response to COVID-19, we have developed a Frequently Asked Questions document which accompanies this letter. In addition, a dedicated phone line has been created to receive any questions patients or families may have. This number is **519-257-5111 ext. 74747** where a voicemail can be left. It is important that you utilize this line so that our staff can continue to provide care and services for your loved one. Please refrain from calling the unit for questions about this direction.

**CHANGING LIVES TOGETHER**

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We recognize that this change could be upsetting for you and understand your desire to enter the building to see your loved one. We ask for your patience and understanding that we are implementing these measures as a way to enhance the safety for your loved one during this unprecedented time.

We continue to monitor this situation closely. In an effort to keep you up to date with any changes related to your loved one's health status and this ever changing situation, we ask that one contact person be identified that we can share information with, please ensure an accurate primary contact number is included on your loved one's file. You may confirm this with your loved one's healthcare team.

Sincerely,

Janice Kaffer  
President and CEO

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