

Monday, November 9th

Hello Hawthorne Families,

Outbreak update:

I am very pleased to share that Public Health has declared the outbreak on the 3rd floor over! A special thank you to our dedicated staff, and to our health system partners including Toronto Public Health, Central LHIN, and North York General.

We are very thankful for your support throughout the outbreak, and as we go forward, we must maintain all our infection and prevention control protocols. We know that our actions both in the home and out in the community make a difference. We will remain vigilant in our efforts to keep Hawthorne free of COVID-19 and other viruses.

Important: Please **do not** visit if you are not feeling well and/or if you have any close contact with an individual with a confirmed or suspect Covid-19 case or if you have come in close contact with someone who has recently travelled. We need to focus on prevention and keeping everyone safe. We would be happy to reschedule your visit, and virtual visits are always available. To book a time with your loved one please call the home 416-745-0811.

Resident/Family Satisfaction Surveys:

Our 2020 Satisfaction Surveys remain open until Friday, November 13th, and we would greatly appreciate your feedback. Thank you to everyone who has already complete the survey.

As we are now out of outbreak, my updates will return to weekly, with my next scheduled update on Thursday, November 12th, and I will be in touch sooner should there be anything important to share. As always if you have any questions or concerns or would like additional information on anything related to our home, please contact me at michelle.sattler@hawthorneplacecarecentre.ca.

Thank you,

Michelle Sattler
Executive Director

**Please note – we cannot share any resident information over email; this email is for general updates only. If you have any questions about your loved one, please call the unit nurse.*