



**FRED DOUGLAS**  
HERITAGE HOUSE

Uniting Health, Heart and Home

November 10, 2020

Dear Fred Douglas Heritage House Tenant Families and Loved Ones,

I hope this letter finds you all healthy and safe! To date, all tenants and staff at Heritage House remain healthy – and we hope to keep it that way! I am sending this letter to you all to let you know as a further precaution to keeping our tenants and staff safe and healthy. With the province commencing further restrictions effective November 12, 2020, we too are going to enhance our safety measures at Heritage House by once again canceling all non-essential visits (via scheduled visits) for the next 4 weeks. We will re-examine the situation in one month time. We are more than happy to accommodate virtual visits via Skype. If you would like to have a Skype visit with your family member, please email me and we can set that up for you. If you do not have a Skype account set up on your device, you can do so by clicking on the following link to set up an account. I then would need to know what email address you have input to set up the Skype account. The link is:  
<https://join.skype.com/invite/sKhZcWJV0knW>

We continue to sanitize common touch surfaces multiple times daily. Our staff are very cautious with regard to monitoring their own health. Management reminds employees to stay home if they are feeling sick and until their illness passes. Staff is directed to go for testing if COVID symptoms are evident and remain off work while awaiting results. The staff continue to work diligently to ensure that your family members are safe and well cared for. I am very grateful and proud of Heritage House staff for the dedication they are demonstrating during this very anxious period.

I am also very grateful to all of you – our tenants family and loved ones, as you all continue to demonstrate extreme patience during this pandemic as we are now in the second wave and for trusting us all as we care for your family members. Please contact me or the staff if you have any questions in regards to your loved one residing at Heritage House.

Sincerely,

Shauna Gladish  
Site Supervisor