



MONTAGE
SUPPORT SERVICES

Live your dream.

May 20, 2020

Dear Montage Families,

I am writing to provide you with an update on Montage's position regarding resumption of certain parts of our operations.

As of present, we are not planning to reinstate our usual office hours to visitors as per public health recommendations and Ontario's framework for reopening. However, since the pandemic was declared, we've been keeping our organization functioning daily behind the scenes through the use of teleworking and videoconferencing. For the immediate future, we will continue to implement alternative internet-based means to provide support – with the exception of our residential settings where hands-on, in-person support cannot be substituted.

From day one, the priority has been ensuring the health and safety of the people in our care and our valued staff. I am extremely proud of the loyalty and professionalism demonstrated by Montage personnel across the agency, particularly the direct support workers who have continued to show up for work with steadfast passion during uncertain times. It is thanks to these efforts that Montage has not had any confirmed Covid-19 cases amongst the people we support.

I know how much you and family members must want to be able to visit your loved ones after more than eight weeks of lockdown. However, for the time being and in the best interests of the people we support and staff, Montage will continue with its No Visitation protocol until best practices for this have been established by the developmental services sector or sanctioned by public health officials. I will provide you with more information as changes in this regard occur.

I thank you for your ongoing cooperation and understanding. We must remain vigilant and I am confident we will until we can begin taking our first cautious steps to some return of routine.

Sincerely,

Tullio Orlando, PhD. MSW RSW, OASW Member
CEO Montage Support Services