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August 26, 2020

Dear Arbour Trails Residents, Team, Friends and Family;

I'm connecting today to let you know that as part of the ongoing testing of our team members, we have learned that one team member who was tested on Aug. 24 returned positive for COVID-19.

While this is certainly news we have hoped to avoid throughout the course of the pandemic, it is something we have been prepared for, knowing that the virus remains present in our community. We are working closely with Wellington-Dufferin-Guelph Public Health officials to trace any potential contacts and we will be testing all residents in the Williamsburg and Becker neighbourhoods as an added precaution at Public Health's direction.

Unfortunately, because we are on technical outbreak as of today, we must suspend visitation and most resident events while we put every enhanced Infection Prevention and Control protocol in place.

I'm grateful to all of our teams for their commitment to ongoing testing so we have access to this critically important information quickly, and I ask you all to remain cautious and vigilant. This is an important reminder that the virus remains active, even as the number in Guelph remain relatively low.

A reminder for you all is that we have seen many instances of one or two positive cases in other Villages that resolved entirely without any spread, thanks to our IPAC protocols. Our team is motivated and we have the support of so many residents and families, and we know we can manage this situation; as I said, we are fully prepared and we thank you for your cooperation and understanding.

I will certainly update everyone as we have more information.

Until then, take care and be well.

Sincerely,

Heather Hyland

Heather Hyland, General Manager
The Village of Arbour Trails