



## Important Notice 重要通告

**Date of Release: March 17, 2020**

The Minister of Health has announced on March 16 that all long-term care facility to restrict visitors to essential visitors only as an effort to protect the most vulnerable population. Visitors could unknowingly bring the virus into the facility and could infect our vulnerable seniors and then spread to other residents or the employees of the care home.

**Effective March 17, 2020, Villa Cathay will implement the following measures:**

- **Limit visitors to essential visits only** (*i.e., compassionate visits for end-of-life care or visits to provide essential care*);
- **Villa Cathay entrance pass code will be changed on March 17.**
- Arrangements will be made for family members who are required to come into Villa Cathay due to emergencies and essential visits.
- Villa Cathay staff will not grant visitors' entry unless deem necessary.

Social distancing is challenging for our residents. However, it is also the necessary infection control measure that we have to take to protect the health of our vulnerable residents. To facilitate residents' social contacts with their family members, we will arrange residents to connect with family members via video calls or phone calls starting from the week of March 23.

**We wish you and your loved ones to stay healthy during this coronavirus pandemic! We look forward to joining you to create many more memorable moments for Villa Cathay residents once the visit restrictions are lifted.**

Best wishes,  
**Szuchi Lee**  
Executive Director  
**Villa Cathay Care Home**