

## Memo

**To:** All CLC Staff

**From:** Cindy MacKay-Musso, Executive Director

**Date:** March 22, 2020

**RE:** Communication Update for Staff #4

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My apologies for the tardiness of this communication. There is a great amount of information that we must work through to be able to provide it in a sharable format. As our government, health care professionals, and broader sector partners share reliable and current information, we process it and share it within CLC as soon as possible. We understand many of you are frustrated and fearful with the lack of knowledge of some protocols and operating process. Please know, we are working diligently to get there. There is a country-wide shortage of many of the items we need. We must find new sources and open new accounts with suppliers who are overwhelmed with new customers. Agency-wide we are operating with heightened degrees of anxiety but good teamwork, being kind to one another, and remembering that many people are trusting us to get it right will make us successful in getting through this.

Please remember that you have a responsibility to stay updated on CLC communications during this crisis. Please check your CLC e-mail and Sharevision regularly. These are your best sources of information and how we will stay connected. If you still have questions/concerns after checking these information access points, please follow this path to get an answer or voice a concern: your direct supervisor/manager, then their partner, then any director.

Here's what's new:

- Active monitoring of employees will begin in the next few days. The methodology will be sent to all programs soon. We are waiting another 4-8 days for more thermometers but we will try to do the best we can with what we have.
- Also this week, we will begin active monitoring of participants.
- We have sufficient Personal Protective Equipment kits (PPE's) in place for the short term and are working with the Ministry and suppliers to keep the supply at more than required levels assuming a worse case scenario.
- We will begin tracking staff absenteeism ONLY for the purposes of monitoring return-to-work capability for staff who have reported symptoms related to COVID-19 or having been in contact with a suspected case of COVID-19. Staff who may have underlying health conditions that may elevate their risk of infection are encouraged to speak with us so we can determine the best course of action to ensure their health and safety.
- Lourdes will be sending out a reminder of safe practices protocol for the group homes.
- We are currently turning our primary focus on continued planning for the active phase of the pandemic that will begin when we have the first participant who is diagnosed with C-19.
- Grocery delivery is another area being addressed – more news on this within the next week.

*Inspiring Possibilities*

- Finally, the Op Centre will close effective the end of the day Tuesday March 24<sup>th</sup>. All meetings will take place by conference calls. Managers will have access to the building for anything that may be required, such as mail and time sheets drop off and delivery.

I want also to share with you a warning to be cautious about relying on information from unofficial sources. DO NOT trust your health to Facebook, Twitter, and e-mail! There are many bad actors out there taking advantage of this pandemic to cause trouble, build spam lists, etc. All information that is valuable can be found on official government and public health sites.

In closing, I want to say that I believe we have a very dedicated, capable team of professional support workers. If my loved one had to be in anyone's care besides mine during this time, I would want them to be at CLC. I am in touch daily with regional executive directors and our representative from the Ministry and I'm encouraged that our agency response is equal to or better than any other agency in our region. I am proud of the job CLC is doing and the teams that are responsible for this. Your creativity in keeping our isolated folks engaged and happy while cut off from their families, friends, and normal activities is wonderful.

Be safe, stay well, back to you soon with more.

Cindy