

**Memo**

**To:** All CLC Staff

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

**Date:** April 1, 2020

**RE:** Communication Update for Staff #7 Amended

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Hello all CLC staff! We still have NO confirmed cases of COVID-19 among staff or participants, which is great! Let's keep up the physical distancing and we'll all be OK.

Today's update is related to risk, and the things we are doing to try and minimize the risk inherent in your day's work. First, we have effectively completed the job of turning Franklin Centre into our isolation area for symptomatic and confirmed participants. It has been completely sanitized and outfitted with 4 beds to start and several more available if needed. This decision was made for the following two reasons. First, to eliminate the risk and additional load on frontline staff in homes with people who may have COVID-19. Secondly, a dedicated location ensures our PPE supply will go further as frequent changes during each shift will not be required. With respect to staffing, we are looking for staff to volunteer to work solely within the isolation centre. A job description, including compensation details, is being finalized and will be shared across the agency shortly. Included in the staffing model, is access to a registered nurse 24/7. Lastly, there are alternate plans being developed for participants who fall ill and Franklin Centre is not the most suitable environment for them to recover.

In addition to the isolation centre we have: implemented clear procedures for when a participant develops symptoms, we have initiated a grocery shopping procedure and we have further limited access/visitors to the homes. Circulating today are clear instructions on what to do if a supported person develops symptoms, and we have distributed specific Personal Protective Equipment Bins to each home. Also, dedicated staff have started grocery shopping on behalf of the homes and delivering them to the door. This will eliminate the need for staff to leave the home and to expose themselves to the grocery store environment. Lastly, managers have been asked to limit their visits to the homes to reduce cross contamination, where possible. We understand their leadership is important at this time, but this is another step to limit the number of people coming into the homes. With that, all non-essential maintenance is also on hold.

Finally, a thank you. The response to the survey monkey sent out last week is very high and we will be compiling the results later this week. Thanks to all of you who took the time to share your thoughts and feelings. If you have not yet completed the short survey, please consider doing so. The survey will be available until Friday April 3. Your feedback is much appreciated as we navigate through these unsettled times. We are working on collating our responses to each of the questions/concerns raised.

Be safe, stay well.

Cindy