

**Memo**

**To:** All CLC Staff

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

**Date:** April 6, 2020

**RE:** Communication Update for Staff #8

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Dear CLC Staff,

I'm so happy to say that we have gone through another week of our "new normal" with no positive cases of COVID-19 among staff or participants. While it is significant that we are all staying well, it also indicates to me another important point. It suggests that we are taking responsibility for our personal behaviours and recognizing the positive impact it is having on our co-workers and participants.

Since the beginning of this pandemic, there have been two heartfelt themes rising to the surface. First, is the fear that you will be the one to bring it past our doors. This is a genuine fear, one that can't be minimized. But it can be mitigated by continuing to socially distance and practicing universal precautions. The second fear is that co-workers may be undertaking risky behaviours, while not on shift, and they will bring COVID-19 into the workplace and jeopardize our health, and that of our families, and the participants. I believe that our current COVID-19 free environment is an indication of the responsibility everyone is taking to keep each other safe. If for some reason you are not following the rules during your off time, please remember that it is not only your health you are risking, but that of everyone you are in contact with. **This is serious stuff, so please do your part both at home and at work.**

This week saw the implementation and finalization of a few more protocols designed to limit exposure and mitigate risk. Fully stocked PPE bins have been delivered to each home to accompany the protocol for a symptomatic participant. We continue to receive small amounts of PPE from a variety of sources, and we will have more information to share about the use of PPE in the coming days. A new personal shopper is on board to shop for personal care needs and non-grocery items. Cleaning schedules are being finalized for regular cleaning and sanitizing of our homes which will start this week. Scheduling is being reviewed to address the concerns raised about staff-program crossover. We are hoping to limit this as much as possible, while maintaining necessary ratios and more effectively aligning staffing with program need. And lastly, personalized travel letters have been delivered to the homes and are to be used in the event you are stopped on your way to work.

I know that many of us share sleepless nights, this is a tough time for everyone. Compassion, teamwork, empathy, and mutual support is our best course of action to get through it together. We are made of strong stuff, but sometimes we can all get to a point where it is just too much. If you have reached that point, I urge you to reach out for support. Sharevision now has information regarding supports available in the community and through our Employee Assistance Program.

Finally, I want to share that there was a special Board meeting on Wednesday with regards to premium compensation. The Board has requested more information and consultation, which has been provided. It will be discussed again at the board meeting tonight. I will follow up when I have more information.

Some of you have reached out to me personally by e-mail, and for that I thank you. I am here if you need information, have a suggestion or a concern, or have a good joke to share. I thank you again for the caring, thoughtfulness, and dedication I have both witnessed and heard about over the past few weeks.

Let that kindness and compassion continue to lead us through the weeks to come.

Stay safe and be well!

Cindy

