

Memo

To: *Family Members*
CC: **Board of Directors**
From: Sherry Kerr, Executive Director
Date: April 11, 2020
Re: COVID-19 – UPDATE

The Board of Director's and Management's number one goal remains the health and safety of the people we support and staff of Participation Support Services.

Participation Support Services has implemented several procedures and processes to minimize the risks to the people we serve and our staff.

Access to all our locations has been limited to staff and essential visitors (health professionals, pharmacy & food deliveries, etc.). Any resident newly admitted or readmitted to our supportive housing programs is isolated for 14 days and staff are required to wear personal protective equipment for all interactions with that resident.

All essential visitors are screened before entering our homes. At this point staff are not being limited to working in one location, but they are screening twice per shift. We are also screening our residents twice per day. Residents who show symptoms of COVID-19 are isolated immediately and direction is taken from the Brant Public Health Unit. Staff members who are ill are not permitted to work, and any staff member who reports any symptom included in the case definition for COVID-19 is obliged to report their illness to the BCHU and report back to us.

Staff members and essential visitors are required to wear a procedure/surgical mask for the duration of their shift. Community clients are also screened before each visit. The Public Health Unit is advised of any client who shows symptoms of COVID-19.

The Agency is on a distribution list for the Ministry of Health COVID-19 Situation Reports (including Chief Medical Officer Directives, Guidance Documents, etc.) and these are reviewed daily so that we can keep implementing MOH and Public Health requirements and best practices, as appropriate. The Executive Director attends regular (virtual) local health system meetings with key partners. Practices are updated in accordance with any new information that we receive.

If you have any other questions, please feel free to contact me at skerr@pssbrantford.org

All staff are working very diligently to protect your loved ones and themselves and continue to provide the needed care daily. They are not always able or prepared to answer your questions and it is asked that you respect this.

Everyone wants to return to 'normal' as soon as possible. Please do your part and remember to physically and socially distance yourself and STAY AT HOME as much as possible.

Again, our number one goal is the ongoing health and safety of all clients and staff.

Sherry R. Kerr, Executive Director