



Memo

To: *Colborne Street Tenants*
CC: All staff and Board of Directors
From: Sherry Kerr, Executive Director
Date: March 20, 2020
Re: COVID-19

First let me assure you that Participation Support Services is following all recommendations and advice sent to us daily (sometimes several times per day) from the Ministry of Health/Health Canada and the Public Health Unit with regards to COVID-19.

I understand this is a very stressful time especially for our clients whose health is most vulnerable to this virus. We are all trying to manage this situation with extreme care and caution. Participation Support Services Board of Directors' and Administrative staff's priority is the ongoing health and safety of all clients and staff.

As you are aware, the Province has issued a State of Emergency as has the City of Brantford/County of Brant. All residents are being asked to **STAY AT HOME** in hopes of stopping the virus spread. All residents are also asked to social distance themselves which means **NO VISITORS**, only essential persons in your home.

Thus in an effort to continue being able to support you and your health; as well as keeping a healthy health care work force – if you choose to leave the building or have unnecessary visitors you will not receive service for 14 days and only once screened and cleared.

If you require to leave the building to go to the doctors or hospital, please inform the staff who will consult with Management. Please coordinate with Management on duty other needs you may have that you feel require you to

leave the building. We will continue to arrange that you have your essential needs met.

As well as you can imagine this virus is having a significant impact on the health care work force. We are committed to providing you essential services with healthy staff. Thus, in order to maintain essential services to our most vulnerable clients, Participation Support Services continue to screen staff daily and are assigning staff as needed. Please be aware that staff may be assigned to you who do not normally visit you. You continue to have the right to refuse services if this is an issue for you.

I can be emailed at Covid-19@pssbrantford.org to respond to specific concerns about your care during this crisis.

With Regards
Sherry R. Kerr,
Executive Director

