



Memo

To: *Outreach/Assisted Living/PSW Clients*

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.

If you require essential items and do not have a family member assigned to look after these please speak to the Manager or Team Leader who will help find you resources.

As well 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 Participation Support Services must deploy our staff to the most vulnerable people we support. As a result, we may be required to suspend services to you for a lengthy period (anticipate up to 6 weeks). Management will communicate with you any changes to your services.

If you encounter a critical health issue, please follow the advice of the Local Health Unit and/or your health care provider.

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

