

## Participation Support Services Mask Protocol – Community Settings

New Protocols for all clients/tenants of:

- Assisted Living for High Risk Seniors
- Attendant Care Outreach
- Community program
- 255 Colborne Street location:

Please be aware that the Ministry of Health has directed that clients receiving services in a 'Home and Community Care' environment will now be requested to wear a mask at all times, with the exceptions of showers, baths and mouth-care services, when staff of Participation Support Services are in the client's residence. Please follow the Mask Protocol when PSS staff visit your residence.

Mask Protocol:

- Any person also living or present in the residence when staff are attending will also be required to wear a mask or go to another room, separated by a door.
- For proper use, a mask must cover the chin, mouth, and nose area of the face. Please see the diagram provided for the proper way to put on and take off a mask.
- If you are unable to put on and take off your own mask, please inform the screening staff, so that your visiting staff can be prepared to help with this task before care begins.
- Clients/tenants, and any members of the household are asked to provide their own masks. If clients/tenants are unable to obtain masks they must alert staff during the pre-screening call.
- If other members of the household do not provide their own mask, they will be asked to go to another room, separated by a door, or leave the residence during care.
- Failure to wear a mask and/or declare not having a mask will result in cancellation of the visit. Continued failure to wear a mask will result in discharge from the program.

Thank you for supporting Participation Support Services in maintaining a healthy and safe work environment for our staff.