



Community Living South Muskoka

COVID-19 Communication June 3, 2020

Dear Families, Family Home Providers and People Supported:

It is hard to believe that 12 weeks have gone by since we began this journey into the unknown world of COVID-19. I want to start this communication by expressing our appreciation to you for your cooperation and support as we have worked to keep people safe and healthy. The staff have done a remarkable job to keep those in our congregate care settings adjusted to the ongoing changes required as we battled the unknown. There are also a number of Families and Family Home Providers who have had their family members at home throughout this entire time; and to you we want to recognize the exceptional job you have been doing and send well-deserved congratulations.

We understand how hard it has been for everyone to be away from their family and friends, and how especially hard this is for people who may not understand the need or adapt well to changes in routine. In addition, with the province re-opening, we know some people supporting a family member at home may be heading back to work and rely on our supports to provide care. With this in mind, we have been working on our 're-opening' strategy and what our 'new normal' will look like. I want to stress, that even though the province is in phase 1 of re-opening; we just received new guidance documents on Friday May 29, with even stricter control measures and learned today that the state of emergency is being extended until June 30, 2020. People with Developmental Disabilities are at the highest risk for COVID-19. While we have been very fortunate, across the province, there have been over 100 Developmental Service settings and hundreds of people and staff who have contracted this terrible Virus. For this reason, we continue to be vigilant with our safeguards, and cautious with all plans.

Re-Open Phased in Approach: We have drafted a four phase re-opening strategy. Each phase is coordinated with the provincial three phased approach, with our fourth phase based on the lifting of all emergency orders and new guidance documents in place to deal with the 'new normal' of COVID. Even with a vaccine in place, we do not believe that we will ever be able to lift many of our safeguards; including closely assessing each phase as we move along to ensure that we are not putting anyone at greater risk. From the beginning of March, we have used the following Decision-making framework to guide all of our service delivery changes:

1. Prioritize the Health, Safety and Well-Being of the people we support
2. Focus our efforts on frontline services. Many people rely on our services and we will make every effort to meet those expectations safely and to the best of our ability with final priority given to 24 hour group living, Family Home and Supported Independent Living.

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3. Protecting the health and wellbeing of our staff is of utmost importance.
4. We will be transparent in our decision-making.
5. We will lead by example.

Below, is our first phase of re-opening; all phases are vetted through our management team and Health and Safety committee and measured against provincial guidance documents.

CLSM Phase One (Phase I of provincial re-opening):

Agency Wide:

- Drive thru food (protocols with cleaning)
- Walk the trails at Morrison Meadows for Group Living, Family Home and SIL (book it in advance with Jeff: Cannot go inside)

Program Specific:

- SIL continue with limited supports with use of PPE
- CPS: phase one: maintaining support in group living; redeployment as needed
- Family Home: exploring modified supports at Morrison Meadows for identified Family Home priorities
- Passport: modified supports; use of technology;
- Employment: modified supports; individualized job support for those living independently and already employed.

The details of the next phases will be shared in future communications. Phase Two will coincide with Phase 2 of the provincial re-opening strategies and Ministry of Health recommendations.

If you are at home supporting someone and require additional supports during this time, please contact us directly either through the supervisor of the program you would traditionally receive support through or contact a member of our senior management team. We are available to help find support options that might be 'outside the box' of the traditional support models while still fitting within the safeguards in place and legislation we are required to follow..

Sincerely,

Krista Haiduk-Collier
Chief Executive Officer

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