

March 20, 2020

Dear CLOC Employees,

Novel Coronavirus (COVID-19) continues to be an ongoing and evolving concern, with recommendations for screening and care changing on a daily basis. CLOC cares about the health and safety of both our employees and the people who access our services, and we are making every effort to put practical precautions into place in order to keep everyone as safe as possible. As your employer, we are taking our responsibilities seriously and we will update information as it becomes available.

PLANNING FOR COVID-19

It is important to note that CLOC's Leadership team is meeting, at minimum, once per day in order to review the ongoing situation and determine the best way to address it. We endeavor to provide CLOC employees with updates on a daily basis moving forward, so you are aware of the steps that CLOC is putting into place to protect us all.

CLOC'S ADMINISTRATIVE OFFICES @ 39 WELLINGTON

CLOC's administrative offices at 39 Wellington Avenue are NOT closed. The office remains open for business between the hours of 8:30 am and 4:30 pm. You must enter through the main door of the building and be screened prior to being allowed into the building. We are asking that you limit your visits to the office, and contact personnel via phone, email or Skype when possible. Mail/packages are to be dropped in/next to the box between the two glass doors. Timesheets will be suspended at this time and supervisors will be using the schedule to submit hours for payroll. Expense claims will still need to come in and can be dropped off in the box at 39 Wellington.

ENTRANCE TO LOCATIONS/VISITORS

Personal contact is also being limited at all of CLOC's locations and group homes. Employees will be asked to pre-screen for symptoms prior to entering their place of work for each shift. **NO VISITORS ARE PERMITTED TO ENTER CLOC LOCATIONS**, including family members. **Please post the attached notice on the doors of your location.** Supervisors have been provided with a letter to families, which is also attached for your information. Individual phone calls will be made to family members who tend to take their loved one out on a regular basis, to create plans with them. Should a family choose to take their loved one home, they will be expected to keep their loved one at home with them for the duration of the pandemic. Please speak with your supervisor regarding any other possible family interactions and contact. There may be cases where contractors need to enter a location to make necessary repairs. All contractors will be pre-screened for symptoms of COVID-19 on a daily basis, prior to entering any location, by CLOC's Manager, Health and Safety.

If you identify that you have any of the symptoms of COVID-19, do not come to work. Please notify your supervisor, and immediately contact your family doctor or Durham Region Public Health for direction.

CURRENT STATE OF AFFAIRS

We are pleased to report that COVID-19 has not been diagnosed in any of the people that CLOC provides

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Charitable Registration Number: 10809 1307 RR0001

regulation to self-isolate for a minimum of 14 days, and must contact their supervisor prior to returning to work.

CLOC has taken the steps to suspend supports at day programs at 39 & 43 Wellington, 947 Adelaide, and the activity hub at The Clarington Project, as an added precaution. The Municipality of Clarington has closed the Bowmanville Library and as a result, Dewey's Café is also suspending operations at this time. Group homes will be provided extra staffing supports as required in order to cover the time that the day program attendees are at home or for additional supports as needed throughout this time. Please stay in touch with your supervisor regarding staffing compliment and needs at your location

Management is working with day program employees in order to determine how their time can best be utilized while the programs are suspended.

We want you to know that the decisions that CLOC is making in order to ensure the health and safety of all employees and the people we serve is being backed with guidance from the government and public health.

If you are unsure of something, or have ideas or questions, please reach out to the Leadership team via CLOC's dedicated COVID-19 hotline at 905-576-3011 x385. Messages left on the hotline will be answered by the most appropriate person on the leadership team, depending on the question or concern.

We want CLOC employees to feel safe and supported during this difficult and ever-changing time. You are encouraged to reach out to **CLOC's Employee Assistance Program** as another resource. It is available at **LifeWorks.com, USER ID: CLOCEAP, Password: English or you can call them at 1-877-207-8833.**

If you feel that additional resources are required, or that CLOC has not provided you with the information that you need, please let us know by contacting your supervisor or the COVID-19 hotline. Things are rapidly changing, and you may require information that we have not thought of.

If you would like information on the Canadian Government's Economic Response Plan, which outlines the financial assistance that will be made available to Canadian workers, please visit:

<https://www.canada.ca/en/departement-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html>

Again, CLOC's Leadership team would like to reassure you that we know that we are dealing with difficult times, and complex situations, and we are doing all that we can to keep everyone at CLOC healthy and safe. I also want to take a moment to acknowledge all of you who are going above and beyond at this time and working hard to ensure that all people we support are reassured, safe and well supported. As always, you are incredible employees!!

Thank you for continuing to be attentive to this matter, and for continuing to provide the best possible care for the people that CLOC serves.

Sincerely,



Janice Dewland
Director, Operations