

Board Summary Report

Title	COVID-19 Pandemic Update
Submitted by	JC Legault Board President Terri Gray Executive Director
Date of update	March 28, 2020

Summary of Critical Points

This report provides a weekly* summary regarding the impact and response to the COVID-19 Pandemic, and focuses on the following topics:

- Health and Wellbeing
- Trends related to people supported
- Trends related to human resources
- Financial impacts
- Challenges and responses

* Additional summary board reports will be provided for emergency situations

Overall Trends this week

There is a general difficulty obtaining certain items due to COVID-19. This includes household limits that will not meet CLOC's specific grocery needs (i.e. limits to meat). CLOC has mobilized and responded by setting up a bulk shopping system allowing program locations to order through this system. Weekly orders of meat are happening through Halenda's Meats Deli, Wholesale shopping, and supports with shopping and delivery.

CLOC's Day Program staff have been assisting our group homes making meals, creating craft kits, making protective masks, picking up bulk items, repackaging food, and delivering to group home locations.

There is a difficulty obtaining Personal Protective Equipment for all Developmental Service Agencies in Durham and in the sector. Durham has launched a Social Media campaign to reach out to the community requesting assistance with donations of PPE's and to assist in making masks. A central repository is being established as part of this process. CLOC is busy making masks. We are unable to get additional N-95 masks. We have ordered face shields and have an adequate supply of surgical masks safety glasses as part of PPE supplies.

COVID-19 Cases

There are no positive cases of COVID 19 at this time related to any person receiving direct support or employees.

CLOC has become aware that one person supported through respite (who has not received direct support or contact with CLOC since Feb 2020) is a current confirmed case and is in self-isolation. It is believed he came into contact through a respite program in the Toronto area. This has no impact on CLOC – people supported or employees as they have had no contact with this person. This is not a “Serious Occurrence” for CLOC.

Communication

A communication template has been created and goes out once a weekday to employees. This includes instructions, training, materials, and information.

Highlights this week include: shift premium letter; PPE information; Myth busters re: COVID-19; bulk shopping and order form; resources for supporting people; self care information; helpful links; COVID -19 education/instructions (handwashing; cleaning; PPE’s, self isolation etc.); cleaning instructions and checklists; screening protocols and checklists

Social Media goes out a few times a day. Materials include education re: COVID-19; thanking Direct Support Professionals at CLOC and other relevant information.

Impacts on Employees

There has been a positive response to the shift premium and stabilization to staffing. COVID-19 does however have an ongoing impact on employees. CLOC is tracking staff call ins that are resulting from COVID-19. Issues include childcare disruption; immunity concerns and requests for LOA’s; employers in health requiring people to not come to other jobs; self-isolation due to exposure, travel or symptoms; family responsibility issue. As of Wednesday March 25, 7.5% of employees had been impacted by COVID-19 concerns. This number is expected to grow as COVID-19 spreads in our community.

Currently staffing is manageable, and the scheduling team has been able to get shifts filled until after Easter as they will to call-ins that come up each day.

Impacts on People Supported

People’s routines have been disrupted, and due to the response to flattening the curve of COVID-19, visitors and interaction with family has ceased. This has impacted people’s natural support networks. There has been this week, a focus on creative ways to help people keep busy and to help those having difficulty with the changes brought by COVID. Social Stories are a tool being used to help people understand what is happening to them and to help them understand and plan.

Human Resources Update

CLOC continues to recruit and is utilizing technology for interviewing. Criminal reference checks are being impacted by COVID. CLOC is in the process of developing an interim protocol around this issue. All classroom training such as first aid/cpr; nonviolent Crisis Intervention; controlled acts have been halted and this will have an impact on compliance. The ministry is aware of this issue and these issues impact all developmental agencies across the province. CLOC has reached out to our compliance officer to enquire about CRC's and training cancelation for feedback.

Finance

CLOC is tracking all COVID related costs.

Terri has regular contact with Cindy Dionne, CLOC's MCCSS program supervisor and had a meeting today to touch base and pass along COVID related impacts and responses. Cindy has asked if there are COVID related costs for this fiscal year. Craig will provide a forecast for Cindy on Monday as requested.

Systems Updates

The March 26, Ontario Economic Update provided to the Board, was sent out by OASIS highlighting the provinces plans to further combat the COVID-19 outbreak and its ripple effects across the province to people with developmental disabilities and their families.

This demonstrates that the Government understands our specific requirements and will have our backs as the situation develops.

This was as a result of advocating from Community Living Ontario, The Developmental Services Provincial Network and OASIS. The three groups are working jointly ensuring collective voice in particular around COVID-19 and our response to it as a sector. One of the things that will be highlighted is the need for flexibility for agencies in how the funding is used to respond to the pandemic.

Serious Occurrences

CLOC has submitted serious occurrence reports to MCCSS as required, due to the disruption of our day services programs in response to COVID-19 pandemic, under the category of "*service disruption, emergency situation*".