

Board Summary Report

Title	COVID-19 Pandemic Update
Submitted by	JC Legault Board President Terri Gray Executive Director
Date of update	April 10, 2020

Summary of Critical Points

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

- Updates from meeting held on April 9 2020
- Health and Wellbeing
- Trends related to people supported
- Trends related to human resources
- Financial impacts
- Challenges and responses

Overall Trends this week

CLOC is making good progress with our bulk shopping and some bulk cooking to group homes. This is very much appreciated by the residential employees.

Accessing personal Protective Equipment continues to be a challenge, masks being the most challenging. We are making continuous efforts to secure PPE. We had an order of 1500 surgical masks that was to come in on Thursday and they have pushed out the delivery date. Oshawa Power donated a small supply of N 95 masks on Thursday and we were able to secure 200 N95 masks yesterday from a source in Toronto as well. We have 15000 surgical masks on order presently from various sources.

We continue to take donations of and make cloth masks. All residential staff have been issued a cloth mask. With emerging information regarding pre-symptomatic and asymptomatic transmission, our goal is to stop the spread of COVID-19 by all means possible. People we support have all been in isolation for over three weeks. They are at risk of being exposed by employees who are pre or asymptomatic. Wearing a non-medical mask- even if you have no symptoms is an additional measure to protect others around the wearer. All staff are to wear the mask for the whole of their shift.

CLOC is reaching out to the community for donations of men's dress shirts and long sleeve t-shirts to

be modified and worn as personal protective equipment, as an innovative solution for gowns that can be reused and properly laundered on site. The men's shirts will be worn backwards like a surgical gown with the opening at the back. Shirts will cut down the back with a simple tie at the back. We need larger sizes, X, XX, and larger sizes to fit over regular clothing. You can help by spreading the word to your networks and directing donations to Wendy Shaw. She will coordinate these efforts.

CLOC has been approached by MCCSS to be the lead agency for securing, storing and distributing a supply of 200000 masks for local developmental service agencies in Durham. The estimated delivery time to be 2-3 weeks. The order will be completed on Tuesday April 14.

We continue to reach out by social media for PPE and are working collaboratively with other developmental service agencies to create a repository for these collected materials.

We are calling on our employees to do their part by conserving PPE supplies without compromising their own safety, or the safety of the people they support. Masks, gloves, goggles/shields and gowns are only required when there are symptoms of COVID-19 or someone has tested positive. If there is a person supported with symptoms or in self-isolation, supervisors provide a PPE kit.

COVID-19 Cases

There were symptoms of fever reported at the Olive Avenue location on Wednesday morning, involving one staff and three out of five people supported. One of the three people supported had a new cough develop. Public Health was contacted and considering the number of illnesses, deemed it best to declare a respiratory outbreak. The outbreak number is NRO-2020-008. CLOC sends a line list (report) daily to Public Health who will continue to monitor the situation.

As of yesterday, two women supported had a normal temperature since Wednesday at 4pm. The other woman's temperature was down to 37.2 C as 8:45 am Thursday. There was no cough yesterday. The staff reports she is feeling better after having a good sleep and her temperature is lower at 98.8 when the supervisor checked in with her at 11:30am yesterday.

All four will remain in self-isolation and testing occurred at the group home today for the three women supported. The employee is resting at home and is also scheduled for testing today.

The employees at this location have been amazing and dedicated to the people they support though this outbreak. Employees working at this location are being scheduled to this location only in order to minimize the potential transfer.

Durham Region developmental services had its first positive COVID-19 case at a group home in Oshawa operated by Christian Horizons. An employee tested positive after symptoms and then a few days following, a person supported at the same location, was tested and found positive. They are isolating employees to that location to minimize transfer. All shared staff, who have had recent shifts at this location, are being told not to work at their other places of employment in order to contain potential exposure. Full personal protective equipment is in use at the location. CLOC had to remove a shared staff from shifts as a precaution.

Communication

The daily communication template has been in place for a few weeks. Feedback from employees was that they were getting too much information and that it was difficult to keep up. We are working on streamlining communication, the template will go out twice a week, and bulletins will be sent if there is information that cannot wait for the next communique.

CLOC communicated with employees by bulletin, on Thursday April 8th, about the symptoms reported at one of the residential locations. This is done in order to be transparent and proactive. Board members received a copy of this bulleting for information.

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; highlight on donations; and request COVID supplies.

CLOC is in the process of purchasing licenses for two Zoom accounts and one Web Ex account in order to allow for more virtual options. These accounts will be used for meetings as well as augmenting supports and services to for people supported by CLOC.

Impacts on Employees

As of Thursday April 9, 2020, approximately 7.36% of employees had been impacted by COVID. This is a drop from last weeks report and that is attributed to 14 staff returning to work. CLOC continues to track staff call ins that are resulting from COVID (daycare; immunity issues; caregiver; similar symptoms; other job prevents shared staffing; travel and self-isolation; and family responsibilities). This is still expected to grow with community spread.

CLOC continues to communicate with employees. Staffing remains stable and scheduling has been able to get shifts filled after Easter and are being proactive. They continue to respond to call ins that come up each day. Agencies that are having symptoms or COVID-19 cases and shared staffing are a challenge because as a precaution we have to remove those staff from shifts with CLOC. As symptoms appear within CLOC it is also difficult to isolate staff to one location. As time goes on staffing availability will continue to become more difficult. The emergency order will allow CLOC some flexibility with staffing that will help us respond to some of these pressures.

CLOC has initiated a blue ribbon campaign and you may notice blue ribbons with notes of thanks tied on trees and fences around neighbourhoods, as a way to show solidarity with those employed in essential services. The blue represents these workers, and gives thanks, letting front-line workers during COVID-19 know that their community cares. Front line car decals have been made by the supervisors and will be given to employees next week as a gesture of appreciation.

CLOC has completed a PPE forecast and submitted it to MCCSS.

Impacts on People Supported

CLOC has completed individualized contingency plans for each location on how best to deal with an outbreak for that location based the people who live in the location, their needs and the

environment. These plans consider the persons ability to wear personal protective equipment. Follow self-isolation requirements, environmental factors such as is separate bathrooms available and personal protective needs for each scenario (including people supported and employees).

The person who came home from hospital (in last weeks report) has been readmitted due health complications from the surgery and is not COVID related. She is expected to stay in hospital over the long weekend. When she returns home, she will begin a new 14-day self-isolation as a precaution.

Human Resources Update

CLOC continues to recruit and is utilizing technology for interviewing. Second interviews are occurring by phone with the supervisor of the location.

The Ontario Government issued new emergency order has allowed us flexibility. This order made under the *Emergency Management and Civil Protection Act* and gives “service agencies” temporary flexibility to modify staffing (without regard to collective agreement restrictions) and to dispense with certain administrative and other regulatory obligations.

We met with the union on Thursday to begin our discussion and work collaboratively together. The leadership team is reviewing all schedules to explore options; creating more 40 hour opportunities for part time employees, which allows us to reduce the total number of staff needed; allowing us to better isolate employees to locations; redeployment; reducing cross over related to shared employees; and redeployment opportunities.

The order allows us to defer Police record checks for staff and volunteers. These can be deferred provided that there are “appropriate measures to ensure the safety of persons with developmental disabilities.” It also allows Service agencies to dispense with certain training and orientation requirements provided that staff and volunteers can still “meet the specific individual needs of the persons with developmental disabilities...in a manner that promotes their health, safety and well-being”. However, physical restraints may only be used by staff and volunteers fully trained in accordance with regulatory requirements. We are going to continue with online training for all mandatory training, with follow up in class portions to occur after the state of emergency has ended. The new orders are for 14 days to be renewed for 14 more days at this point.

Finance

CLOC has experienced escalating costs related to COVID-19 in the areas of cleaning supplies; food and food delivery; personal protective equipment; and additional staffing and staffing related costs, technology and equipment. These costs are being tracked and projections will be sent to MCCSS.

The Government of Ontario announced The COVID-19 Residential Relief Fund (CRRF). The province invested up to \$40 million to support organizations that provide residential services for children and youth, people with developmental disabilities and emergency shelters for women and families fleeing domestic violence. The fund will cover costs such as additional staffing, residential respite for caregivers; personal protective equipment and supplies; initiatives to support physical distancing and transportation to minimize client exposure. These temporary measures provide further flexibility for

developmental service agencies to redirect their staffing and financial resources to essential tasks that keep individuals with developmental disabilities safe and out of hospital. We are awaiting more information on process for accessing funds and at this point are to go through our MCSS program supervisor to identify our COVID related expenses.

Systems Updates

Terri Gray attends the Durham Systems Management Pandemic meeting every Tuesday to collaborate with our DS partners in our pandemic efforts.

Terri also attends a one-hour weekly OASIS Board meeting instead of the regular two-day meeting every six weeks. The focus has been the pandemic and advocating for the sectors priorities during this difficult and unprecedented time.

The Provincial Network also continued with daily meetings to look at the overarching issues of the sector and provide a coordinated approach to providing information, resources and collaboration between our networks and government. Key Priorities remain: Maintaining staff and morale; Need essential worker status and to be treated like health and LTC staff; including access to childcare; Critical to have access to Personal Protective Equipment (PPE) which is in short supply; Funding to meet the needs due to the pandemic; Look 3 weeks out for potential impacts on people, families and supports; Resources for people and families; Create and sustain clear channels of communication with MCCSS and the government's Emergency Operations Committee (EOC).

OASIS, Community Living Ontario and the Provincial Network continue to advocate together to the government for flexibly for agencies as it relates to the \$40 million dollars announced to support during Covid-19.

Serious Occurrences

No Covid-19 Related Serious Occurrences submitted this week.