

Board Summary Report

Title	COVID-19 Pandemic Update
Submitted by	JC Legault Board President Terri Gray Executive Director
Date of update	April 3, 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 March 27, 2020
- Health and Wellbeing
- Trends related to people supported
- Trends related to human resources
- Financial impacts
- Challenges and responses

Overall Trends this week

There continues to be difficulty in household items. The efforts put in place around bulk shopping has been very helpful to our residential programs.

Personal Protective Equipment continues to be a challenge. CLOC has taken to ensure people we serve and our team remain safe, as we adjust to the changing world around us and respond to the COVID-19 pandemic. We are carefully managing our supplies, as there is currently a global shortage of certain personal protective equipment (PPE). In response, we are taking several actions to manage supplies.

- We continue to have people sewing fabric protective masks for CLOC, which will be distributed once complete. Our goal is to have a fabric protective mask for all people receiving support within group living and all staff working in these locations.
- We are actively securing PPE through our supply chain, and, at the same time, using other innovative procurement strategies.
- We are working with other developmental services agencies and utilizing social media to reach out to our community, vendors and partners to collect surplus PPE including surgical masks.
- We are collaborating with the 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.

In order to improve the use of PPE's we are all focused on carefully managing our supplies and optimizing their use. Masks, gloves, goggles/shields and gowns are only required when there are symptoms of COVID-19 or someone has tested positive. In this event, CLOC will take direction from Public Health on the appropriate requirements and use of PPE's as each environment and situations is individualized. If there is a person supported with symptoms or in self-isolation, supervisors will provide a PPE kit.

COVID-19 Cases

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

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: new electronic office procedures; PPE information; identification card info; safer grocery handling; waste management services; virtual mental health services; bulk shopping and order form; resources for supporting people; police enforcing Ontario's emergency orders; keeping safe outside of CLOC; Blue Ribbon Campaign; COVID-19 presentation on Our Training Room.

CLOC's website has been updated to include a COVID-19 banner and landing page.

A crisis communication plan is being developed to help CLOC in the event that there is a positive case of Covid-19.

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; Toronto Star article on DS Sector amidst COVID; and CHUM FM and CN Tower dance party for the front line.

A thank you letter was sent to all employees from the Board on April 3, 2020.

Impacts on Employees

As of Thursday April 2, 2020 approximately 8.6% of employees had been impacted by COVID. Issues include child care 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. This number is expected to grow as COVID spreads in our community. CLOC is tracking staff call ins that are resulting from COVID.

CLOC continues to communicate with employees daily. Currently staffing is manageable and scheduling has been able to get shifts filled until after Easter and will respond to call ins that come up each day. As time goes on staffing availability will continue to become more difficult.

CLOC staff do qualify for the free daycare available to essential services through the Region of Durham and we will refer employees on a case-by-case basis.

CLOC has gotten onboard with the 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.

Impacts on People Supported

Some people supported have begun to struggle with the changes to routines and impacts of Ontario's emergency procedures. People are being isolated and have no access to family or visitors. We continue to focus on creative ways to help people keep busy. CLOC is utilizing Zoom as a tool to help people connect with the outside world, family and friends.

Support Services, Employment Supports, Day Services and Clarington Project have been reaching out to people by telephone and enquiring about what they need during this time. CLOC is exploring how to offer virtual supports to these people.

CLOC has developed individualized contingency plans for all residential locations in the event of a confirmed COVID-19 case. 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).

A woman, who receives support, has been discharged from hospital and is back home within residential services after a lengthy hospital stay, due to other health issues. She is in a 14-day self-isolation as a precaution and her housemate has relocated during the isolation period.

Human Resources Update

CLOC continues to recruit and is utilizing technology for interviewing. We have reached out to our Quality Assurance Officer to enquire about criminal reference check delays as well as disruption to some mandatory training due to COVID-19. We will be exploring online training pieces with follow up in person training after emergency orders have ended.

Finance

CLOC has experienced escalating costs related to COVID-19 in the of cleaning supplies; food and food delivery; personal protective equipment; and additional staffing and staffing related costs.

CLOC is tracking all COVID related costs and will ensure tracking and projections are sent to MCCSS. Craig is still working on his first submission, as he required the latest payroll information to complete the report.

CLOC received an E-Transfer notification April 3rd that we received 1/12th of the stabilization dollars. \$36,989 per month equals \$443,868, which was what we received last fiscal year.

Systems Updates

The Ministry of Health issued COVID-19 Guidance: Group Homes and Co-Living Settings Version 1 – April 1, 2020. The guidance document is intended for staff or volunteers in a group home or another group living setting, referred to as “residential settings”¹. The document outlines people supported staying in their rooms and not eating together or sharing common space together. It also speaks to social distancing which can be impossible to do in a home like setting. The document states that it is providing general Advice and acknowledges that staffing, physical lay-out, shared accommodation and smaller communal areas may pose challenges for following the guidance outlined in this document. The other concern raised in this document is that it is referring staff to do the self-assessment that ultimately advises almost all people to self-isolate for 14 days. This is very problematic for staffing in the developmental sector.

A COVID-19 Impact Report was completed for the developmental services on behalf of the Developmental Services Provincial Network. This report takes into account probable impact scenarios and identifies the DS sectors main pressures to be staffing; supplies and residential options. The data suggests the sector will be in a staffing crisis in three weeks. The Provincial Network is using this tool to call on the government to request a temporary order for serving individuals with a developmental disability, which will be able to respond to, prevent, and alleviate an outbreak of COVID-19 by carrying out measures that are used by similar services (like, long-term care) such as:

- Redeploying staff within different locations in (or between) facilities of the developmental services provider
- Changing the assignment of work, including assigning non-bargaining unit employees or contractors to perform bargaining unit work;
- Changing the scheduling of work or shift assignments;
- Deferring or cancelling vacations, absences or other leaves, regardless of whether such vacations, absences or leaves are established by statute, regulation, agreement or otherwise;
- Employing extra part-time or temporary staff or contractors, including for the purpose of performing bargaining unit work;
- Using volunteers to perform work, including bargaining unit work; and
- Providing appropriate training or education to staff and volunteers to achieve the purposes of a redeployment plan.
- Access to free daycare for frontline developmental services workers

OASIS, Community Living Ontario and the Provincial Network is advocating 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.