

# COVID-19 BULLETIN

April 13, 2020

Dear CLOC Employees,

I am writing to you to let you know that CLOC has had symptoms reported at our Bessborough location. At this time, we do not know if they are COVID-19 related, but are taking precautions.

- Two people receiving services have experienced intermittent fever and cough
- Public Health has been called and CLOC will follow all guidelines and instructions
- Durham Health Connect has been contacted and testing is being scheduled for the two people
- All five people living in the home are in self isolation, as a precaution
- Full personal protection equipment is in place and in use during care
- Employees from the location have been notified, and we have reached out to all family members
- The staff scheduled at this location will only be scheduled to work at this location

Three people that CLOC supports at Olive Avenue have tested positive for COVID-19, and all people supported at the location are in self-isolation, as a precaution. The Olive Avenue employee's test results were received on April 12<sup>th</sup> and they were positive. The staff is isolating at home.

We want to assure you that CLOC continues to follow all recommended measures coming from health authorities with regard to preventing the spread of COVID-19, and we rely upon CLOC's employees to follow these measures within their locations. We encourage you to follow personal precautions, as well, in order to reduce the risk to yourself, your families, and the people that you work with. Stay home when you can, wash your hands frequently with soap and water or sanitize if soap is not available, avoid touching your mouth, nose or eyes unless your hands are clean, practice social distancing, and frequent cleaning and disinfecting of high touch surfaces.

All people supported have been sheltering in place for approximately a month. More than half of Canada's COVID cases are caused by spread in the community from unknown sources. While CLOC has put employee screening in place, there remains the risk that COVID-19 can be spread by asymptomatic or pre-symptomatic people. Medical masks, including surgical, medical procedure face masks and respirators (like N95 masks), must be kept for health care workers and others providing direct care to COVID-19 patients.

CLOC has issued a cloth mask to all employees on April 8<sup>th</sup> to wear during shift, where there are no symptoms or COVID positive cases. Wearing a non-medical mask is an additional measure to help protect others around you, even if you have no symptoms. Wearing a non-medical mask covers your mouth and nose to prevent your respiratory droplets from contaminating others/surfaces. A cloth mask can reduce chances that others

are coming into contact with your respiratory droplets. Reference: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html>

PPE continues to be a valuable resource that needs to be conserved and used wisely. Masks, gloves, goggles/shields and gowns are only required when there are symptoms of COVID-19 or someone has tested positive. In this event, a PPE kit is issued. Again, CLOC will take direction from Health authorities on the appropriate requirements and use of PPE and infection control measures.

It is very important for CLOC to eliminate all employee crossover and isolate staff to a particular location as part of our infection control efforts. Our goal is to isolate staff to a single location, by adapting schedules and shifts, without having employees experience a reduction in regular scheduled hours. Your supervisor will be in touch with you shortly to work with you regarding your schedule. We need to do everything possible to limit the spread of COVID-19, and this is a very important step in the process. For the duration of the pandemic, employees will no longer be able to work direct support at multiple employers. We want you all to be safe and reduce the risk to all. That means you will need to choose an employer. We hope you choose CLOC. We are committed to working with you around your schedule and attempting to ensure financial stability and avoid loss of income, where possible.

CLOC is implementing a deep clean schedule with an external commercial disinfecting service, to support the enhanced cleaning and disinfecting routine as part of our efforts for infection control.

CLOC's Pandemic team has continued to meet on a regular basis, including over the Easter weekend, in order to keep informed of updates and changes coming from within the organization, the government, health officials and partners. We will keep CLOC employees informed via email updates. Please ensure that you review these updates, as information is changing rapidly, and it is imperative that the most up-to-date directives and information are being followed.

Thank you to all of you for taking the steps to protect yourselves and others from COVID-19. I know that this is an overwhelming and stressful time for us all, but truly believe that we can help to limit the spread of COVID-19 within CLOC's locations by following the steps that have been outlined for you. I encourage you to stay positive; we are all in this together. The people we serve need us more than ever. Thank you for the ideas, innovations and creativity coming forward from our employees. Please continue to share.

With warm regards,



Terri Gray  
Executive Director