

Board Summary Report

Title	COVID-19 Pandemic Update
Submitted by	JC Legault Board President Terri Gray Executive Director
Date of update	May 1, 2020
<h3>Summary of Critical Points</h3> <p>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:</p> <ul style="list-style-type: none"> • Updates from meeting held on May 1, 2020 • Health and Wellbeing • Trends related to people supported • Trends related to human resources • Financial impacts • Challenges and responses 	
<h3>Overall Trends this week</h3> <p>CLOC has been able to get a second order of gowns through the Emergency Operations Centre (EOC). We have a sufficient supply of surgical masks, gloves and glasses/shields. CLOC is attempting to secure more N95 masks for the CPAP machines and suctioning procedures. Staff involved in these procedures are being fit tested.</p> <p>Securing PPE continues to take up a great deal of time and attention. This sector would benefit from a secure source where PPE would be supplied when needed. MCCSS has launched a weekly survey and indicate that they hope to move toward PPE distribution through this process in the future.</p> <p>CLOC hosted a parade today to at 11am – one in Bowmanville and one in Oshawa driving by several of our group living locations. Oshawa PUC joined in along with a real clown, family, friends and employees, all to celebrate our employees and to bring cheer to the people we support within our residential program. We had many donations and loot bags were sent to the location after the event.</p>	
<h3>COVID-19 Cases</h3> <p>The COVID-19 outbreak was declared over on April 29,2020 for Olive Avenue. PPE will be used over the next week to be cautious. We have a person with a fever at our Pinecrest location who was tested today. See tracking template</p>	

Communication

Social media coverage included: thanking first responders; Rossland Video; staying safe video; My Life, My Community, My Way post; event and resource links; Library partnership; government single employer and hero pay announcement

KX 96 gave CLOC a shout out as a home town hero.

CLOC's employee COVID Communique was issued. A bulletin was issued to provide information regarding the Pandemic Pay Premium and Single Employer announcement from the Government.

The Zoom "town hall" for employees was held on April 29th. The audio clip is being released to all employees who were unable to attend. The family Zoom "town hall" is scheduled for May 11 at 1:30pm. Invites have been sent out. Speakers are JC Legault, Terri Gray, Wayne Klinowski, Mac Moreau, Marwa Younis and Marnie Saloniou— there will be other panellists from operations for the QandA session.

Impacts on Employees

As of April 24, as part of the Emergency Management and Civil Protection Act, a staff mobility order was issued. This new emergency order will place limits on staff mobility in congregate residential settings in the adult developmental services, as an important prevention and infection control measure to help contain the spread of COVID-19.

- As you know, CLOC had already asked employees to choose a single employer within the sector as part of its COVID-19 strategy. This order is in effect until the State of Emergency is de-activated.
- All staff that chose another employer are placed on an LOA and will return to their previous positions when the order is concluded.
- CLOC has lost 44 part time employees. We have worked hard to stabilize schedules, utilizing 10 and 12 hour shifts to eliminate staff crossover and maximize staffing resources in many cases.
- CLOC is down a total of 88 employees (chose another employer 44; Child care – 14; Health/Medical – 21; personal – 6; Mat – 3

The Ontario Government announced a \$4.00 "Hero Pay" for frontline employees. See more under finance.

The Zoom Town Hall meeting was well attended and hosted by Mac Moreau. Marwa Yunis provided good information to employees about COVID-19 from a medical perspective and also about PPE and requirements. There were some glitches with our platform and we are looking at modifications prior to the family meeting.

Impacts on People Supported

Yesterday Oshawa Public Library delivered a ton of bags filled with books, magazines and movies for CLOC's respite children & the people who live in our group homes, in order to keep them entertained during COVID-19.

There have been many great stories being shared about how people are spending **their** time and how families are keeping connected. Terri Gray has received some feedback from families who have been very happy with the care and contact they are having with CLOC. It has been a long time for people to be stuck at home so we are always looking for ways to keep people active and engaged.

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. Many people have second employers so this has been very slow.

On April 25th, the Ontario Government Recognized the Dedication and Sacrifice of Frontline Workers by announcing the Pandemic Pay premium of \$4.00 for front line workers, including DSW, SSW and PSW.

- CLOC is awaiting information from the Provincial Government that will outline how the additional funding will flow, and parameters that must be followed (including positions that are covered under this funding besides front line group home employees).
- The \$2.50 shift premium that CLOC implemented on March 22, 2020 will be replaced the new Ontario Government Pandemic Pay Premium April 24, 2020 as per its parameters.
- Employees who qualify, working over 100 hours per month, would receive lump sum payments of \$250 per month.
- Pandemic pay premium is allocated for 16 weeks from April 24 to August 13/2020.
- CLOC was pro-active in providing the temporary measure of the \$2.50 in recognition of your commitment. CLOC paid this premium without assurance and confirmation that our government would fund this, thereby creating a financial pressure to CLOC for the time period not covered. We are thrilled with this recent announcement as it does provide for much needed funding and recognition to the developmental service sector.

Finance

CLOC's MCCSS Program Supervisor advised that only frontline congregate care employees, administrative and maintenance/custodial would be getting the \$4.00 h. This is problematic as it doesn't recognize the efforts or risks to our other frontline employees such as SIL, employment supports and Support Services. Each of these employees are engaging in direct face-to-face contact and supporting the efforts of the residential programs. This also causes compression to our frontline supervisors who support our residential team. They also go into the residential locations and are exposed to the same risks as the direct support employees.

Terri Gray provided feedback to the program supervisor and she has ensured she will advocate for funding to these positions.

Frontline supervisors, the middle management team and the senior leadership team have worked non-stop for over 7 weeks – working evenings and weekends, well over 40 hours per week, in exceptional and unprecedented times, in order to safeguard the people we serve and our employees. These positions are also worthy of recognition and compensation.

CLOC has yet to implement the new premium as we have not yet received the funding or instructions / parameters for the funding from MCCSS.

An emergency finance committee meeting is being called for early next week in order to review the impacts of the Pandemic Premium and explore recommendations regarding the other positions not yet covered by the pandemic premium. An emergency Board meeting will also be scheduled for direction and approvals.

Systems Updates

OASIS Board, Provincial Network and Community Living Ontario submitted a letter to Minister Smith outlining concern regarding the positions being excluded from funding and recommending this be rectified.

Serious Occurrences

No new Covid-19 Related Serious Occurrences submitted this week.