

Board Summary Report

Title	COVID-19 Pandemic Update
Submitted by	JC Legault Board President Terri Gray Executive Director
Date of update	May 8, 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 May 1, 2020
- Health and Wellbeing
- Trends related to people supported
- Trends related to human resources
- Financial impacts
- Challenges and responses

Overall Trends this week

COVID continues to be the centre of our focus as we work diligently to respond to this pandemic.

CLOC's PPE supplies are good. We have a sufficient, five month supply of surgical masks with more on order to come in the next weeks, and ample supply of gloves and shields / glasses and masks. K95 masks are only issued if there is an aerosolized process such as CPAP machines and suctioning. We currently have an adequate supply of these. CLOC has 1100 disposable gowns in place that are only used during an outbreak. This is a sufficient supply for several weeks. We have been able to secure these through the Emergency Operations Centre (EOC) and they will only issue a one week supply at a time as needed. We are still working on securing more on our own.

We have ample cleaning supplies and hand sanitizers in each location and in stock and stringent cleaning protocols are in place. Sanitization/disinfecting occurs minimally three times per day, with more frequent disinfecting of commonly touched surfaces. CLOC has secured two fogger machines with a supply of Vital Oxide, an EPA registered hospital grade disinfectant as an additional precaution. We are testing this cleaner within a few locations and are adding it to our cleaning schedule across the agency.

Other preventative and protective measures have been our focus for the whole of the Pandemic and we refer you to the previous updates and Board reports for details. In particular the Board report of

April 21 lists a number of actions CLOC has taken including:

- modifications to supports and services including some service suspensions;
- sheltering in place,
- visitor restrictions,
- contingency plans for each location;
- PPE inventory and projections; procurement of PPE, food and cleaning supplies;
- screening and reporting protocols;
- restricting staff from working with multiple employers and at multiple sites;
- preventative use of PPE. CLOC was providing masks for our staff well before government and Public Health advised to do so.
- the development of the Rapid Response Team

*See reports for more complete list that outlines how proactive CLOC has been in preventing the spread.

PPE availability continues to be a challenge and securing PPE continues to take up a great deal of our time and attention. MCCSS is working on a process to support agencies to secure PPE but are still instructing agencies to secure their own PPE as they can.

CLOC received 250 reusable personal temperature head strips from Participation House Durham on Friday May 8th to be distributed to employees for personal use.

CLOC received a letter of enquiry from a concerned citizen, on behalf of employees, regarding the \$2.50 shift premium being replaced by the \$4.00 Pandemic Pay Premium and questioning the Board about taking the \$2.50 away. A response to this enquiry will be drafted and circulated back through the Board for feedback prior to being issued. The Board Executive and the Executive Director will meet on Tuesday to review and ensure Board follow up.

CLOC is beginning to plan for what services will look like as pandemic measures get relaxed. It is anticipated that COVID-19 will have a longer-term impact of at least 18 months. CLOC and other DS agencies will need to modify supports and services into the future including the move away from larger group settings such as day services. In the face of COVID, its future impact and the risk inherent in congregate day services we are exploring realignment of day supports. This is also in line with the service transformation and "Moving On" initiative. We are focusing on individualised approaches and planning for meaningful day and helping people to live their best lives. These shifts support our agency's values and strategic direction but will also include planning and engagement of people, families and employees. We are in the process of developing surveys to receive feedback from people supported, families and employees.

COVID-19 Cases

CLOC had two new reports this week about COVID-19 symptoms or positive cases.

- 1) Central Park: a staff member was exposed to COVID-19 through her husband. Her last shift was April 28 and she became aware she was exposed on April 29. She was tested on April 30 and CLOC was notified by Public Health on May 3rd of her testing positive to COVID-19. The location therefore was declared an outbreak on May 3rd. Full PPE's were put in place. No

people supported or other staff have reported any symptoms. All people supported were tested on May 6th as well as three staff. Three other staff are still attempting to be tested but have had some difficulty securing tests, as they are not symptomatic. Results came back on May 8 and all those tested are negative. The house will remain in outbreak status for the 14 days and all precautions will continue. It is nice to note that feedback was received through the Public Health department that when families were approached for consent around testing they all had very complementary things to say about our staff and CLOC around quality of supports and the steps we have taken to safeguard their loved ones and staff.

- 2) Marland 2: a staff's daughter has come down with a fever and flu like symptoms. The staff last worked on Tuesday May 5th the same day as onset of her daughters symptoms and has remained off until outcome of her daughter's testing is known and if positive, will remain off for the 14 day isolation period. The staff and her daughter were tested in Peterborough where they live. The staff's result has come back negative and we await the daughter's tests result. In the mean while the staff of this location will wear full PPE as a precaution. We follow Public Health direction in this case. It has not been deemed an outbreak at this time. No people supported or other employees are exhibiting symptoms.

Communication

Social media coverage included: Community Living Month – Wear Blue and Green spirit day; a video from Wilson Rd; a quarantine challenge 2k20 challenge video from Old Scugog; and mental health week and resources.

CLOC's employee COVID Communiques were issued May 4 and 8. A bulletin was issued reminding staff of the directive to wear the surgical mask the whole shift.

Impacts on Employees

As COVID-19 continues on we have seen the number of employees coming back to work increase, and that has allowed for some schedules to be reduced from 12 hour shifts to 10 hour shifts. Staff have continued to be strong and supportive of each other and the people they support. There are many questions about the Pandemic Premium pay and who it will include. Communication will go out on Monday advising that all Unionized positions are being covered.

The communique is still under construction but here is a draft of the communique employees will receive.

- On April 25, 2020 the Ontario Government announced a new Pandemic Pay Premium to acknowledge and support frontline hero's of COVID-19. CLOC's \$ 2.50 shift premium that began March 8, will be exchanged with the Pandemic Pay premium of \$4.00 beginning April 24, 2020 at 12:00am and ending August 13, 2020 23:59:59. CLOC carved the \$2.50 shift premium from our already stretched budgets, while many agencies across the Province did not. This premium creates unfunded financial pressures, but we feel it is necessary to stabilize staffing and acknowledge our employees' hard work during these unprecedented times. We did this in anticipation that our government would come through with funding to address Pandemic related issues. We are relieved that the government has come through, as we were concerned about the financial impact and therefore very limited in how long we could continue this stipend. That governments funding

of \$4.00, which is \$1.50 more than the previous \$2.50, recognises the valuable supports and services being provided by our dedicated employees, and to ensure staffing sustainability at the front line.

CLOC will flow the \$4.00 shift premium, (as set out in the Pandemic Pay Premium parameters), to **all Unionized** employees for all hours actually worked, broadening the government's included positions as necessary. CLOC recognizes all your efforts in the roles you play to safeguard and support the most vulnerable members of our community. We are all in this together and we value your contribution. You will see these changes on your next pay, (pay period ending May 2, 2020). We do know that the Pandemic pay is described as non-pensionable earnings, not part of the employee's base salary, and not impacting benefits paid by employers. Furthermore, it has been identified that pandemic pay will only apply for those who are actually working (does not apply for those on vacation, paid leave, or WSIB-related leaves).

The Government also announce a \$250 stipend to frontline workers for 100 hours or more worked within the month. It is unclear how the Government will distribute the stipend at this point. More details will be provided as they are received.

CLOC's Board met on Wednesday night and passed a motion to extend the \$4.00 shift premium to non union positions in recognition of compression and compensation for the exceptional work load the pandemic has caused. This team has been working shoulder to shoulder ensuring safety and security to the frontline and people supported. We do not pay for each hour worked for this grouping and they have worked 60 plus hours a week, working days, evenings and weekends for over 8 weeks. Burn out is a real issue as well as compression. We will not be able to allow these people to take the lieu time after the pandemic.

in recognition of compression and compensation for the exceptional work load the pandemic has caused. Terri Gray has decided to be removed from the group receiving the \$4.00 to remove any perceived conflict of interest in this recommendation being brought forward to the Board and their subsequent decision to approve. This team has been working shoulder to shoulder ensuring safety and security to the frontline and people supported. We do not pay for each hour worked for this grouping and they have worked 60 plus hours a week, working days, evenings and weekends for over 8 weeks. Burn out is a real issue as well as compression. We will not be able to allow these people to take the lieu time accumulated after the pandemic, nor will we be able to pay it out.

There may be optics issues in paying management positions in particular. Community Living Toronto and Community Living Durham North are extending the \$4.00 across the organizations. Some agencies are not. Solutions need to be agency specific and make sense for this agency. CLOC is well under provincial benchmarks, 6.8% admin means we are not as well resourced as many agencies, leaving a bigger workload in general for these people. CLOC management employees are benchmarked below other local DS agencies in salary comparisons. It is compounded with COVID and if this group doesn't get the \$4.00 there are staffing stabilization concerns to be faced.

Impacts on People Supported

We had anticipated that we would see an increase in behaviour, and mental health issues as

sheltering in place and the pandemic continues on. What we are hearing is that this is not as prevalent as we anticipated. It takes 21 days to begin new habit and the stories we are hearing is that people for the most part are doing some creative and new things. Our staff have really risen to the occasion to keep people engaged with people who are close to them as well as learning new things and keeping active and busy.

The family zoom meeting is being held on May 11 at 1:30 pm. We have a panel set up to provide an update as well as information about the steps CLOC is taking to keep people safe and secure, COVID specific education and, a family's perspective and the governance perspective.

Human Resources Update

We do continue to recruit and are 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.

In total CLOC is down approximately 80 employees. 40 employees choose another employer during the single employer direction. We have another 40 employees off due to COVID-19 as it relates to early maternity leave, immunity or health issues, day care issues and family care responsibilities. We are slowly seeing staff return to work from earlier self isolations or care issues mentioned above. Staffing and schedules have been stabilized through utilizing different staffing models such as 12 and 10 hour schedules.

Once the emergency order is lifted the collective agreement is back in place and it will limit our deployment of staffing and the ability to adjust schedules as we have during the pandemic. Terri has provided feedback to MCCSS that we will need time to put back in place or collective agreement rules that do impact our ability to plan with May 15th looming. The union has been adamant that the CA will be followed once the order is lifted.

We are awaiting on the Ontario Government to provide clarity on the Pandemic Pay Premiums. There has been a temporary amendment to bill 124, through the Emergency Management Civil Protections act, that allows temporary suspension of the 1% limit on salary increases. The Pandemic Pay Premium website reasserts that the premium funding is not available for management employees.

Finance

An emergency Finance Committee meeting was held on Wednesday May 6th where details were shared around stabilization dollars and a proposal was shared to extend the \$4.00 shift premium to the non-union positions as well as other unionized positions that are not yet determined to be a part of the Pandemic Pay Premium.

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 8 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 begun flowing the Pandemic Pay Premium as of Pay Period ending May 2, 2020 to all unionized positions and to front line supervisors.

Systems Updates

Terri Gray was invited to attend the Children's Systems Emergency Planning meeting to provide feedback and perspectives around COVID 19 and recommendations from learning through an outbreak. Terri Gray also chaired the DSMC Pandemic update meeting on Tuesday of this week.

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.

A DS sector Pandemic Impact survey has been launched in the Toronto area. Oasis will be working to help distribute the survey more broadly in the sector. The survey looks to learn about the effects of on people served, families and employees. Rob Hickey from Queens University is also conducting and Mental Health in the Workplace survey that is not necessarily about COVID-19 but will include this time period as well.

All agencies are starting to think about DS services and how they will look down the road. In particular how congregate settings are impacted. OASIS is looking at how they can help people to figure this out in an integrated way. Since there will be an impact to day services the question is what will smaller groups and supports look like.

A COVID-19 health status dashboard is being developed by the Business Solutions Committee and will be made available to all agencies to use to collect agency and sector data.

A question has been raised about shared staffing and the potential to create regional pools for employees to help during the Pandemic.

Serious Occurrences

A new SOR was submitted regarding the Central Park COVID-19 outbreak.