

SPEAKING NOTES : December 4, 2020 Employee Virtual Meeting

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Hi everyone. Thank you for calling in today. As COVID-19 continues to be a part of our day-to-day lives, at work, at home and in the community, we find ourselves watching for the announcements and changes that come through our government, and Public Health. There are some items we need to address today that we may not have the answers for, but we want you know we are aware of your concerns, and we are working towards getting those answers.

Let's start with the Emergency Measures Order that has been extended until December 21st. CLOC's employees have done an amazing job throughout the pandemic, adjusting to the needs of the people we support, locations and all the different directives we received from the government and Public Health. These orders extend the limitation of workers to a single employer in the DS sector. They also extend provisions to allow for staffing sustainability such as redeployment, and hours of work. Information and direction from the government and health authorities continues to change and evolve as the pandemic develops.

Once the emergency order has been lifted, it will take approximately two weeks to bring employees back from other employers on schedule and realign employees who were redeployed during the pandemic. Scheduling will be done as quickly as possible. If anyone has any specific questions about your schedule, please reach out to your supervisor or the scheduling department.

We have worked very hard to reduce or eliminate crossover at locations. We have created small clusters that allow us to address staffing needs as they arise in order to ensure staffing sustainability. Should there be an outbreak in a location, crossover is prohibited.

We know everyone is wondering what is happening with the Temporary Wage Enhancement of \$3.00 per hour that was announced by the government October 1. We have been waiting for information from MCCSS and the government on how the funds would flow to CLOC to pass on to employees. The increase will be retroactive

to October 1st, and we have just received the details from MCCSS to apply the increase to the pay period ending November 27, 2020. I'd like to commend our HR team for pulling everything together on short notice to get it all into the system in time to get the cheques out to employees.

As we continue to see the COVID numbers rising every day, we'd like to remind everyone that CLOC does not have any right to restrict our employees from living their daily lives. We do, however, ask that you take the necessary precautions for your own safety, the safety of your family, and the people we support. Wise decisions need to be made, and sometimes they are the most difficult decisions. We ask you to continue to adhere to the guidelines provided by Public Health for the DS sector, and that you wash your hands frequently, sanitize, exercise enhanced cleaning routines and stay safe and healthy. We are only starting into the second wave of COVID and we don't want to see the numbers rise to what some are predicting.. It is imperative that everyone do their part.

On November 9th, CLOC received a communique from MCCSS informing us that they had changed the enhanced precautions for congregate care settings in order to reduce risk and keep people safe. These changes included:

- visits allowed only if supervised
- visits must be physically distanced
- visits must be outdoors only.

This is something we are looking at to see if we can help to accommodate special requirements.

On December 1st the MCCSS Congregate Living Settings Operational Guideline for COVID-19 Universal Source Control Measures was distributed to us. This information was distributed to staff via email on December 2nd, along with updated pre-screen and active screening checklists. The additional requirements that CLOC must follow are:

- All staff must wear BOTH a surgical/procedure mask AND a face shield while working within the congregate care setting
- All indoor visitors, regardless of designation (essential, non-essential and designated) must wear a surgical/procedure mask. Where a physical distance of 2 meters or 6 feet cannot be maintained, visitors are advised to wear a

surgical/procedure mask AND face shield. Outdoor visitors are only required to use a face covering (i.e. non-medical/cloth mask)

- Enhanced screening requirements will need to add the following questions to our existing screening questionnaire:

AGENCY SCREENING TO ALL INDIVIDUALS

- i. Are you aware of the recommendations and restrictions in this community regarding gathering size, hand and respiratory hygiene, and the use of face coverings and masks?
- ii. Are you following these recommendations and restrictions regularly outside this setting you are seeking to enter?

AGENCY SCREENING TO EMPLOYEES

- i. Do you understand that you are expected to properly don your personal protective equipment and wear it at all times in this setting with the exception of when you are eating?
- ii. Do you acknowledge that at any time your PPE is removed you must maintain a distance of 2 meters or 6 feet from others?

Please remember that interacting with others outside of work without face coverings and social distancing raises the risks of COVID-19 transmission.

On November 23rd Durham Region moved into the Red (Control) Level. MCCSS was proactive in setting enhanced precautions for congregate care settings on November 9th that encompass many of the changes that the Red (Control) Level would require. This has given us, in congregate care settings, a head start on taking enhanced precautions. At this time, we are still looking at each person and situation individually to assess needs and best practices, but that could change at any time. We would like to be able to give all of our employees, people receiving supports and services, and their families, as much information and notice as possible when changes are made, but in most cases we are receiving information from the government and MCCSS at the same time as the general public, and usually without the necessary details to advise everyone properly.

Please continue to be patient and diligent.

CLOC'S RRT (Rapid Response Team) continues to be on call after hours and on weekends to ensure that locations have everything they need in case of an emergency or outbreak.

CLOC'S Pandemic Team is working on keeping everyone updated on new information and changes around COVID-19 as quickly as possible. We have been able to maintain a reduced communications schedule to staff once per week. This is a relief to many of you who are happy to see fewer emails. Anything that is time sensitive is sent out separately.

In Closing: CLOC has shown great resilience during these difficult times. You have all stepped up to be a part of something bigger than yourselves. We have seen many examples of leadership, imagination and creativity, delivering extraordinary services?? during these times. From our front line staff, supervisors and leadership teams to the people receiving supports, everyone has stepped up to help, cooperate and lead. There have been dozens of pictures and videos shared to show all of us how we are all beating COVID-19. We know it's becoming more difficult as we are entering the second wave, but we ask that you continue to take the necessary steps to stay safe and healthy.