

Monday March 16, 2020

# Novel Coronavirus (COVID-19)

## Information and Update:

VLRC has been actively monitoring the COVID-19 pandemic and has referenced the Ministry of Health guidance documents for health care providers working in various health sectors. As the situation is dynamic, we will continue to take action based on the most up-to-date advice from Canadian public health authorities.

The health, safety and well-being of our clients, volunteers, and employees is of the utmost importance to us. As such, in consultation with public health and occupational health and safety standards, we have begun to take enhanced measures to ensure the safety and wellbeing of our clients, volunteers, and employees, including:

* Establishing a VLRC/DBCS Response Team consisting of Jennifer Urosevic, Sherry Grabowski, Andrea Gronfeldt, Denise Coward, Ann Lindley, Angelina Algranti, Matisse Hamel-Nelis and Maria Ash; this team meets daily to monitor and implement enhanced measures as things evolve
* Establishing daily regional COVID-19 calls at 8:30 am, starting Tuesday March 17, 2020
* Implementing a client screening process within 12- 24 hours prior to visit to ensure that staff are safe to enter a client's home to deliver VLRC services (see attached pre-screen checklist)
* Prioritizing client one-to-one sessions using our triage system to determine urgency or priority; delaying service delivery for non-essential in-person therapy sessions; and actively offering clients virtual (telephone, video, online) sessions
* Temporarily suspending in-person client interaction in all public facilities including, long term care, supportive living, retirement homes, and childcare settings
* Temporarily suspending client training sessions in crowded areas, such as transit systems
* Updated the [Staff Frequently Asked Question](https://cnib.sharepoint.com/%3Aw%3A/r/sites/cnibtoday/EmployeeCentral/COVID19%20Resources/Employee%20FAQ_March%2010%202020.docx?d=w137a15846e12458ca9d9525aecce07bd&csf=1&e=kucLAt) document
* Increased access to personal health and safety supplies for staff across the country, including items such as hand sanitizer and disinfecting wipes
* Reiterating the importance of basic preventative care, including handwashing procedures, encouraging staff to stay home when sick and adhering to general hygiene recommendations
* Prohibiting all non-essential air/train travel (travel which is discretionary and not directly related to delivering services) without the written consent from both your supervisor and Executive Leadership Team representative
* Implementing a new travel policy where employees are required to complete a travel declaration form when travelling anywhere outside their province; upon their return, staff who have visited affected areas are required to observe a 14-day self-quarantine before returning to their office or visiting clients; during this time, if the employee is not experiencing symptoms, they will work with their manager to identify tasks that can be completed remotely

Updated documents for the Ministry's website, including guidance for home and community care providers, can be found at each province's resources sites, as follows:

* [Ontario Health](http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_home_community_care_guidance.pdf)
* [BC Centre for Disease Control](https://can01.safelinks.protection.outlook.com/?url=http://www.bccdc.ca/about/news-stories/stories/2020/information-on-novel-coronavirus&data=02%7c01%7c%7c5a58cebac0bd41b2a05408d7bee121a2%7cfbd8a8d99ca948378d3ba5982af51080%7c0%7c0%7c637187746466811706&sdata=1usenwr%2BtEiAeaHf/9vb4cy/v4FtDOQ4goaiTZeeeK0%3D&reserved=0)
* [Alberta Health Services](https://can01.safelinks.protection.outlook.com/?url=https://www.albertahealthservices.ca/topics/Page16944.aspx&data=02%7c01%7c%7c5a58cebac0bd41b2a05408d7bee121a2%7cfbd8a8d99ca948378d3ba5982af51080%7c0%7c0%7c637187746466811706&sdata=FAqVLMHpLSNslLnFPLH7JJHq3R7ORqgvYtmcQ6TfJuA%3D&reserved=0)
* [Saskatchewan Health Authority](https://can01.safelinks.protection.outlook.com/?url=https://www.saskhealthauthority.ca/news/public-health-alerts&data=02%7c01%7c%7c5a58cebac0bd41b2a05408d7bee121a2%7cfbd8a8d99ca948378d3ba5982af51080%7c0%7c0%7c637187746466821700&sdata=wrZ07frf7bJUOSGFReAnws0WI2fxb%2BTvRTHJIFc4VCo%3D&reserved=0)
* [Government of Manitoba](https://can01.safelinks.protection.outlook.com/?url=https://www.gov.mb.ca/health/publichealth/diseases/coronavirus.html&data=02%7c01%7c%7c5a58cebac0bd41b2a05408d7bee121a2%7cfbd8a8d99ca948378d3ba5982af51080%7c0%7c0%7c637187746466821700&sdata=Opgk1d8mFlgi7xhzTFIBc4hsxrV8aatIsUGuPVzACXw%3D&reserved=0)
* [Government of Quebec](https://can01.safelinks.protection.outlook.com/?url=https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/&data=02%7c01%7c%7c5a58cebac0bd41b2a05408d7bee121a2%7cfbd8a8d99ca948378d3ba5982af51080%7c0%7c0%7c637187746466831696&sdata=X4q2pu0jlIbUq5EKFT8I5chZm4MyRxCMrLKuu5ngY9w%3D&reserved=0)
* [Nova Scotia Health Authority](https://can01.safelinks.protection.outlook.com/?url=http://www.nshealth.ca/&data=02%7c01%7c%7c5a58cebac0bd41b2a05408d7bee121a2%7cfbd8a8d99ca948378d3ba5982af51080%7c0%7c0%7c637187746466831696&sdata=Cea0Ux8yrTN9WZx5WxsHlrrzGgfUCCedNBJ9vsQjd6o%3D&reserved=0)
* [Government of New Brunswick](https://can01.safelinks.protection.outlook.com/?url=https://www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus.html&data=02%7c01%7c%7c5a58cebac0bd41b2a05408d7bee121a2%7cfbd8a8d99ca948378d3ba5982af51080%7c0%7c0%7c637187746466841689&sdata=YSss25wRqmto20KYZbUyR7x5gvDO/sM4fI7oG/mNFDs%3D&reserved=0)
* [Government of Prince Edward Island](https://can01.safelinks.protection.outlook.com/?url=https://www.princeedwardisland.ca/en/information/health-and-wellness/coronavirus-infection-frequently-asked-questions&data=02%7c01%7c%7c5a58cebac0bd41b2a05408d7bee121a2%7cfbd8a8d99ca948378d3ba5982af51080%7c0%7c0%7c637187746466841689&sdata=NCqAR05HC5UZtDolFER2U3gWLR21apmC0%2BHrDOnwPgs%3D&reserved=0)
* [Government of Newfoundland and Labrador](https://can01.safelinks.protection.outlook.com/?url=https://www.health.gov.nl.ca/health/publichealth/&data=02%7c01%7c%7c5a58cebac0bd41b2a05408d7bee121a2%7cfbd8a8d99ca948378d3ba5982af51080%7c0%7c0%7c637187746466851683&sdata=FR1ztPzNtJpf5suv6GNH7oeHcB8DJuuYIqEoR2/LMmU%3D&reserved=0)

Inquiries should be directed to the Provincial Telehealth or the local public health agency. The following additional resources are available to support you and your families:

* [Tips for protecting yourself and others](https://www.morneaushepell.com/ca-en/tips-protecting-yourself-and-others-covid-19?utm_source=SilverpopMailing&utm_medium=email&utm_campaign=Coronavirus%20response%203%20BILINGUAL%20%281%29&utm_content=)
* [Tips for coping with COVID-19](https://www.morneaushepell.com/ca-en/tips-coping-covid-19?utm_source=SilverpopMailing&utm_medium=email&utm_campaign=Coronavirus%20response%203%20BILINGUAL%20%281%29&utm_content=)

Over the coming days and weeks, we will continue to monitor the situation and determine next steps. This information will be communicated to you as things evolve.