

March 17, 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, employees and visitors is of the utmost importance to us. As such, in consultation with our funders, as well as public health and occupational health and safety standards, we have made the decision to **suspend in-person service delivery and training sessions until further notice**. In lieu of in-person services, we will expand our provision of telephone and online services to best support our clients.

We recognize that these measures will have impacts on our clients, and we are working to minimize this as much as possible. We have developed an action team to work on protocols to manage risks for our urgent and priority clients. Those protocols will be shared with all VLRC staff in the coming days.

In addition to moving to a virtual training model, as a reminder, we also have a number of travel policies in place to help reduce the spread of COVID-19 and keep you, our team members, safe. Those measures include prohibiting all non-essential air/train travel without the written consent from both your supervisor and Executive Leadership Team representative. We also require employees 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; 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.

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.