

COMMUNICATION TO OUR COMMUNITY

Date: UPDATED April 3, 2020

From: Brian Swainson, Executive Director

Re: Coronavirus/COVID-19 Pandemic Precautions & Program Decisions

At Sunbeam Centre, safeguarding the health and wellbeing of our clients, their families, our staff and volunteers continues to be our first priority, especially during the current Coronavirus / COVID-19 Pandemic.

We remain committed to ensuring that our safeguards, precautions, protocols and communications align with the most current guidance and direction available from local, provincial and national health authorities as it pertains to Developmental Services organizations and essential services providers.

As detailed below, our Day Program, Respite Program, Passport Program, Pool / Spa, and Seating Clinic remain closed until further notice.

- The World Health Organization (WHO) declared the Coronavirus outbreak to be a pandemic on March 11th, 2020.
- On March 31st the Ontario Government extended the declared State of Emergency under the *Emergency Management and Civil Protection Act (EMCPA)* to April 13th.
- On March 21st, the government implemented an Emergency Order, also under the *EMPCA*, which gives Health Service Providers authority to take all reasonable steps necessary to ensure sufficient staffing during the Pandemic. Unfortunately, this Order does not apply to Developmental Services agencies such as Sunbeam Centre.
- On March 23, the government further ordered the shutdown of all non-essential services, effective March 25th. As a Developmental Services organization, Sunbeam Centre is considered to be an essential service under this order.

SUNBEAM CENTRE'S PANDEMIC PLAN ACTIVATION

- COVID-19 Active Screening continues at all Sunbeam Centre locations, for all staff / service providers and essential visitors entering the site.
- Increased staffing levels and heightened cleaning/disinfecting routines continue at all Sunbeam Residential Care Home sites.
- Additional Infection Control and Prevention precautions and restrictions are activated at specified sites per direction from Waterloo Region Public Health

- The Sunbeam Pandemic Committee and Senior Management continue to proactively meet and keep up to date on government and health authority directives and guidelines as they develop.
- **Currently, the program decisions and pandemic precautions activated by Sunbeam Centre are expected to continue to at least Sunday May 3rd.**
- Communication to and supports for staff are frequent and ongoing.
- We continue our commitment to keeping our families and community informed through ongoing communications.

RESPIRE CARE PROGRAMS

- Admissions to Adult Respite and Children's Respite are suspended.
- Admissions to the Shared Care Program at our Vos site are suspended.

RESIDENTIAL CARE HOMES (GROUP HOMES)

- Admissions to, and transfers between our residential care homes are suspended until further notice.
- Only essential visitors are permitted to enter our residential care home sites until further notice.
 - Essential visitors are those who have a family member who is dying or critically ill within one of our residential care homes.
 - Please inquire of our staff as to how we may assist with technology-based contact with your loved one.
- Sunbeam is strongly discouraging home visits, to help limit and control possible exposure of our clients to infection.
 - If a family / SDM chooses to proceed with a home visit during this period, we cannot guarantee when the client may be able to return to their Sunbeam residential care home.

DAY PROGRAM, PASSPORT EVENTS AND DROP-IN ACTIVITIES

- Day Program and Drop-In Activities are suspended.
- In-Home Passport hours will continue, but group Passport events and outings are suspended.

SEATING CLINIC

- Seating Clinic is suspended. The Complex Care Team and Allied Health Professionals will address any unique/urgent situations individually for clients in Sunbeam's residential care homes.

OUTINGS AND APPOINTMENTS

- Client outings are staff-accompanied only and limited to essential medical appointments and therapy-based needs. Staff will manage proper hand hygiene and social distancing protocols during all outings.

VOLUNTEERS & VOLUNTEER PROGRAM

- We gratefully acknowledge the commitment and support of our valued volunteers. However, our usual use of volunteers and our volunteer program is suspended, to reduce exposure risk to our clients, staff and volunteers.

THERAPY POOL & SPA

- Use of our therapy pool and spa is suspended.

DENTAL CLINIC

- Non-urgent dental clinic services are suspended.

TRAVEL

- Sunbeam is adhering to Federal and Provincial guidance regarding protocols for staff and any essential visitors who may have recently returned from out-of-country travel, and/or have contact with persons who have, with specific criteria and restrictions. The COVID-19 Active Screening Form directs these protocols.

DSRC AND DSO

- All site locations of Developmental Services Resource Centre (DSRC) of Waterloo Region, and the Developmental Services Ontario (DSO)– Central West Region are temporarily not receiving visitors. All DSRC and DSO staff are continuing to serve the needs of clients and families through work-at-home arrangements. Education/information sessions, workshops and training for families and other partners and stakeholders are suspended.

OTHER ORGANIZATIONAL PROTOCOLS

- Non-essential visitors are suspended from our Administration site at 2749 Kingsway Dr. site in Kitchener.
- All non-essential internal/external meetings are suspended until further notice. Teleconference / video conference technology is being used where essential.
- All precautionary measures will continue until further notice.

OUR COMMITMENT TO COMMUNICATION

- Communications to staff and to our stakeholders continues weekly, or more frequently as needed.
- Updated communications are provided each Friday (or more frequently) to our community on our website: www.sunbeamcentre.com

THE IMPORTANCE OF CREDIBLE INFORMATION

“People may actually take the wrong course of action and engage in what they believe are protective measures that are in fact not warranted, and in some cases may be harmful”

Dr. Eileen de Villa, Toronto’s Medical Officer of Health

Misinformation about COVID-19 poses a great risk to our communities. We encourage everyone to pay attention to official health sources such as:

- Waterloo Region Public Health
<https://www.regionofwaterloo.ca/en/health-and-wellness/2019-novel-coronavirus.aspx>
- Ontario Ministry of Health
<https://www.ontario.ca/page/2019-novel-coronavirus>
- Public Health Agency of Canada
https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronavirus
- World Health Organization
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>