

14 April 2020

Dear people we support and families,

Last week, we shared with you about our first positive test result for COVID-19. Over the weekend, we learned that another staff person at the same location has tested positive.

Working with Wellington-Dufferin-Guelph Public Health, we've identified staff and people supported who have come into contact with both positive cases. They are being tested, and we are taking every precautionary measure recommended by WDG Public Health.

Many of you have reached out with questions, sharing your concerns about staffing.

Over the past several weeks, our Service Managers, Supervisors and Scheduling Team have been working diligently to reduce the number of staff working at multiple sites. This is a challenging process. Support needs are different at each residential location, and the staff complement that goes with it is as individualized as the people we support. With all of that, our goal remains to limit staff members to working at just one location. We will provide a further update to this by the end of this week.

We have also taken additional measures to limit risk.

An auxiliary team of Direct Support Professionals has been created. This team will be responsible for grocery runs (where on-line ordering is not available or practical), picking up essential supplies including Personal Protective Equipment and running a variety of errands. Their role will help limit additional contact points with the public that our staff might traditionally experience. These staff members will not work directly with people supported as part of this auxiliary role.

We will continue to look to local, provincial and federal organizations, as well as health officials for guidance on how to best prevent COVID-19.

Our staff continue to do their pre-screening checklist, with guidance from the Ministry of Health, prior to every shift. Should a staff member fail this screening, they do not report for their shift.

We are also continuing our increased health checks for the people we support. In addition to monitoring for symptoms, we are taking temperatures twice a day. We continue to rigorously disinfect and employ increased hygiene protocols with all residential locations.

Regards,

  
**Laura Hanley**  
Executive Director

  
**Gerry Walsh**  
Board President