

29 May 2020

Dear people we support and families,

Collectively, we have all worked very hard to ensure the health and wellbeing of the people we support and our staff. We're grateful that families have taken our visitor restrictions and preventative measures seriously. However, we also understand that it's been a long eleven weeks and that there have been points throughout this pandemic where you have wanted to physically visit with your loved one. To help ensure that additional COVID-19 testing does not need to be done or that we do not need to implement 14-day isolation periods as directed by health officials when uncontrolled contact occurs, please continue to respect CLGW's visitor limitation. All nonessential visitors are not allowed at any of our locations for the time being. We are actively working with local health officials, as well as staff groups, to build a plan for families to visit with their loved ones. We want visits to happen, but they need to be in a safe, respectful and controlled way to ensure the wellbeing of everyone in the residence. We appreciate your patience and understanding.

On Wednesday, the Government of Ontario announced that they are [extending all emergency orders through to June 9th, 2020](#). This extension goes beyond the [Declaration of Emergency, which was extended by the Ontario Legislature through to June 2nd](#).

Earlier this week, Universal Surveillance Testing began at our residences. Wellington-Dufferin-Guelph Public Health will be taking a staggered approach to testing. This means that a few residences will be tested at a time, with the goal that all residences will be tested by the middle of June. Staff, as well as the people we support, will be tested at each residence. As per last week's communication to you, it is important to CLGW that the people we support understand and give consent before receiving their test.

Temporary pandemic pay has been top of mind for our staff for quite a while now. While CLGW hasn't received all of the required information from the Ministry of Children, Community and Social Services yet, we are moving forward. Our staff learned yesterday that Direct Support Professionals will be receiving a retroactive payment for the \$4/hour pandemic premium, as well as the first lump sum amount for those working more than 100 hours in a month. Both of these payments are based on hours worked. We're excited to roll out these retroactive payments.

Nothing about COVID-19 has been ordinary, routine, or expected. But as an entire staff group, our DSPs have risen to the challenge of keeping themselves and the people we support safe and healthy. Their work is making a difference. And in some small way, this financial compensation from our government is an acknowledgement of the tremendous work that they are doing every single day.

We know that you may be wondering just how long this pandemic will last. It's top of mind for us too. The challenge that our organization is facing as a service provider, as a collective team who provides support to people, is complex. Along our COVID-19

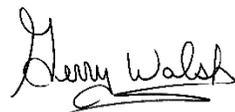
journey, we have had to consider the early effects, what was then an imminent threat of illness for the people we support and our staff. CLGW had to make a variety of difficult decisions and put into place preventative measures, both pre-emptive and in response to measures directed by the government. We collaboratively took steps to do our best to nurture safety and wellbeing for the people we support and our staff.

As more businesses and community organizations begin to open, the preventative measures we have in place will be very important. Unfortunately, we are not through the COVID-19 pandemic just yet. While recent testing numbers from the government indicate that there are lessening positive results in many areas of our province, there are still hotspots and the potential for community spread. There is also a very real possibility that additional waves of this virus may happen. So, as we continue to discuss the lessening of restrictions for our organization, such as outside visits with families at residences, van rides, community activities and more, we will be mindful in our decisions that a second wave of this virus may come. We appreciate your patience and understanding as we continue to plan the next phase, both internally and with community partners like Wellington Dufferin Guelph Public Health. We're also open to feedback and suggestions through this. If you have ideas and suggestions, please contact and share with your loved one's site supervisor. They will bring those ideas forward in our planning meetings.

We will continue to keep you informed of any new developments, and you can read the latest at: clgw.ca/covid19

Regards,


Laura Hanley
Executive Director


Gerry Walsh
Board President