

13 August 2020

Dear people we support and families,

We have been looking at a variety of solutions that can address the rigidity of our schedules, while still keeping us in line with the current emergency orders, MCCSS' Guidance documents and Public Health Requirements.

For the past several months, there have been a number of mandates in place that affect our Direct Support Professional teams. While these restrictions have been helpful towards limiting the risk of exposure to COVID-19 in our residences, they have also created a variety of pressure points for staff.

Today, we're sharing a number of changes to these mandates.

As we work towards our new normal, our staff will continue to be diligent with the preventative measures we do have in place. From the COVID-19 self-screening, to excellent hand hygiene and sanitation, each preventative measure plays a vital role in ensuring that the people we support are healthy and safe.

### One Employer Mandate

Early on into the pandemic, the Ontario Government set forward a one-employer mandate for congregate care staff. This mandate limited employees to working for just one congregate care employer (including Long Term Care and Retirement Homes). CLGW broadened the scope of that mandate, so that DSPs were limited to just one employer, regardless of environment, unless working remotely.

For staff who have alternate employment that is not in the congregate care setting (including Long Term Care and Retirement Homes), this mandate is being lifted.

For those who have alternate employment in congregate care (including Long Term and Retirement Homes), we will be revisiting this restriction in September, with advice from the IPAC assessments and Wellington-Dufferin-Guelph Public Health.

### One-Residence Mandate

To help mitigate internal spread of COVID-19, CLGW proactively implemented a one-residence, or one-location mandate. This preventative measure limited DSPs to just one location, creating a static team to fill the supports needs of that residence.

We will be progressively relaxing this restriction. Staff who are not currently working the maximum hours for their classification, and who have indicated their ability to pick up more shifts, will be assigned up to one other residence to receive or pick-up shifts. An additional residence may be added at a later date based on need and demand. However, if a residence is currently

experiencing a COVID-19 outbreak, staff will be limited to just one location.

With these changes in mind, the number of DSPs who can support a residence or service will increase. That being said, COVID-19 has also presented a variety of challenges for the people we support, which may shift the number of support hours a residence requires. Supervisors and Managers, alongside their teams, will be re-assessing the support levels needed at each residence and service.

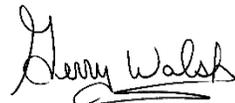
While our teams work through the changes, we will continue to hold on recruiting new staff until September. This will offer our current teams, as well as those who have been on leave, the opportunity to rejoin the schedule and establish their hours of work.

As we continue to lessen restrictions, sharing feedback, questions, and concerns with your residential supervisor is very helpful. Conversation and dialogue helps to identify concerns we may not have been aware of (or to what extent), and helps us brainstorm and navigate change as it happens. Working together is more important than ever. We appreciate your support and thoughtfulness as we take these next steps.

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

Regards,

  
**Laura Hanley**  
Executive Director

  
**Gerry Walsh**  
Board President