



COVID-19 UPDATE

TO: All PACE Clients
FROM: Shirley Rokos & Tracy Howell, Directors, Client Services
DATE: Thursday, March 26, 2020
SUBJECT: Client Services: Physical Distancing and Grocery Shopping

We are committed to advising you of any new service delivery practices or changes to existing practices that are made in response to the COVID-19 situation. The following are two key topics that you need to be made aware of – ensuring you practice physical distancing and a change to services around grocery shopping, banking and errands.

Physical (social) distancing

We are ensuring that we are taking protective measures for the safety of all clients and staff. Physical (social) distancing is a critical part of this. We must all practice physical distancing to reduce exposure which means keeping at least 2 metres distance from others.

If you are continuing to have increased social contact in the community and that contact is not essential then you are putting yourself at risk of exposure to COVID-19. It is our expectation that you will comply with the physical distancing and infection control measures being requested and/or required by the municipal, provincial and national governments. If you choose to engage in activities, in your home and/or in the community, that include non-essential breaches of the physical distancing and infection control measures, you will be putting yourself, other clients, and staff at risk of exposure to COVID-19 – and this will put your service delivery from PACE in jeopardy.

Grocery shopping, banking and errands

We are focusing on providing services that are most closely linked to personal support, as a result community and social programs have already been cancelled. Effective immediately, we are no longer able to provide staff escorts for grocery shopping, banking or to have staff go on errands independently for you.

We realize that this may be a challenge and should you need assistance, our Client Resources team are available and will problem-solve with you and support you in finding solutions to this challenge. As is our regular practice, staff will continue to put your groceries away and assist you with meal preparation.

If you have any questions or want more information, please speak to your Program Management or visit our web site.
