



## MEMO

**TO:** All PACE Clients  
**FROM:** Laura Visser, CEO  
**DATE:** Wednesday April 8, 2020  
**SUBJECT:** Service Modifications

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As shared with you previously, PACE is continuously assessing and monitoring the potential impact of COVID-19 on client service delivery. As a service provider, PACE is responsible for doing as much as possible to mitigate the potential for transmission of infectious diseases, including COVID-19.

In addition to the infection prevention and control measures that have already been implemented by PACE (including the screening of clients and staff, enhanced cleaning (high touch areas), active social/physical distancing, and the introduction of universal masking), PACE is preparing to implement additional measures to further reduce the potential of client and staff exposure. Specifically, where possible, PACE will be adjusting bookings in order to reduce the total number of times PACE team members enter client homes each week.

It is important to note that these adjustments do not yet represent a transition to delivering only 'essential services'. Rather, the PACE program management team has completed a complete review of all client bookings to identify opportunities to structure bookings differently in order to reduce the number of times PACE team members are entering each client's home.

If there are any changes proposed to your bookings, your program management will be contacting you before the weekend to discuss them. Changes will be implemented starting next Tuesday, April 14, 2020. Some of you will notice little or no change to how your services are currently delivered while others will have some bookings combined, re-scheduled or adjusted in length. All proposed changes are being made so that we can continue to serve you while also protecting you and staff as best we can.

If you have any questions or concerns about the modifications, we trust our management teams to listen and respond to you as we collaborate to deliver on our commitment to provide the best service we can during the COVID-19 pandemic.