



COVID -19 Q&A FACT SHEET FOR CLIENTS

TOPIC:

Thank you for asking questions about PACE and our ongoing commitment to serving clients. Here are some of the questions and solutions or updates we have received. We will continue to provide you with updated FACT SHEETS.

QUESTION

ANSWER

What are some reliable sources of information regarding COVID-19?

People want to have accurate and timely information. A reliable source of information is Toronto Public Health <https://www.toronto.ca/home/covid-19/>.

These items and more can be found on the Toronto Public Health Website at <https://www.toronto.ca/home/covid-19/>

- Learn about affected City services and closures online or by calling 311.
- A self-assessment that provides advice for follow-up with the Health Unit; primary care provider; or Telehealth at 1-866-797-0000.

For local news updates you may be interested in the daily news briefings from The City of Toronto which are streamed live and saved to the City of Toronto YouTube channel, available at [youtube.com/user/thecityoftoronto](https://www.youtube.com/user/thecityoftoronto).

PACE is providing information related to managing any staff exposure, personal protective equipment and client services.

Where can I find information from PACE?

We are posting some information to the PACE website so that people can access it from home or on their phones and will continue to provide FACT sheets for clients in hard copy or by email.



COVID -19 Q&A FACT SHEET FOR CLIENTS

QUESTION	ANSWER
Has PACE changed the returning to work protocol for staff that travelled outside of Canada?	YES. People who have returned from travel outside of Canada are required to remain home from work for 14 days. Prior to today (March 19 th) this applied to those who came back from countries identified as high risk. Today we have been advised that it is best if all people who returned in the last 14 days stay home for however many days are left in the 14 day self-isolation, after their return home. This means that people who travelled internationally and returned after March 5 th will be relieved from work until the 14 days is up (for example if they returned on the 10 th they would now be off shift until after the 24 th).
Has PACE changed the delivery of service protocol for clients who travelled outside of Canada?	YES. Effective March 19th precautions will be put in place for staff who work with clients who have returned from any country (not just previously identified high risk countries). Clients who return from travel will be supported in self-isolation and will have bookings adjusted to limit staff interaction during the 14 days.
Has PACE changed how it screens staff?	PACE has added a screener at the door of our offices. Any employee who arrives with a fever, new onset cough or breathing difficulties is not to enter and is to inform their manager of their symptoms. This is in addition to the daily self-screener and the screener we use when anyone calls in sick.
Will my services be removed if I become ill?	No. Unless your symptoms are serious enough that you need hospitalization we will continue to provide your services with the appropriate protective equipment. If you are ill we will be looking at how to deliver your service in a way that helps us use protective equipment supplies efficiently.



COVID -19 Q&A FACT SHEET FOR CLIENTS

QUESTION	ANSWER
Can clients buy gloves and other PPE through PACE?	In the past we have been able to “piggyback” a client order for gloves on our own order. Unfortunately in the current situation all health care providers are receiving very limited orders that must be used by the agency. There is no good access to personal protective equipment and supplies. We have notified the government that our clients and other clients in the community need access to supplies.
Is there a shortage of protective equipment?	We have enough protective equipment for our staff at this time and we are being careful in how we use it. PACE is also working with the government and private resources to continue to best serve you.
I am still going out into the community. Will this have any impact on my services?	If you are having increased social contact in the community and that contact is not essential then you are putting yourself at risk of exposure to COVID-19. PACE is reviewing a potential change in service delivery in these cases.
Should staff be wearing a mask when they come to a booking?	There are very few reasons that a staff member would be wearing a respirator mask to a booking, and the client would be aware of why the staff is wearing the mask (you may have symptoms, the use of a mask is indicated by the screener or, they may have a medical reason).
Can personal protective equipment be reused?	Most personal protective equipment cannot be reused. Staff have complete instructions regarding the use and disposal of all personal protective equipment.
Can I ask a staff member to use proper hand hygiene practices?	Whether you are a client or a staff member we all have a responsibility to respectfully remind each other to follow proper hand hygiene practices and receive any reminder as positive feedback. Hand hygiene is an important client safety and staff health and safety concern.

QUESTION	ANSWER
Can I do anything to help?	Yes you can. Please be prepared for staff to deliver your services. Keep stocked with those items we need to deliver support safely (soap, paper towel, and gloves if needed). Report any symptoms you may have. If you live with others or have someone staying with you please tell them to maintain a distance of 2 metres from staff; the person should be in another room from you and the staff person.
What about an emergency back-up plan?	Anyone who is receiving services from a community service provider should have a personal emergency plan in place. It was not too long ago that we shared some resources with you about emergency planning. Attendant Outreach clients have back-up plans in place and we recommend that all personal emergency plans include a back-up plan if services are unavailable for any reason.



COVID-19

If you are concerned that you may have been exposed to, or are experiencing symptoms of COVID-19, please start by visiting the Ministry of Health website and taking their self-assessment. Please do not visit a COVID-19 assessment centre unless you have symptoms. **Do not call 911 unless it is an emergency.**