



COVID -19 RESPONSE # 5 UPDATE FOR CLIENTS JULY 22, 2020

TOPIC:

As the community continues to open up there are continued concerns about protecting personal health from the spread of COVID-19 which is still an active pandemic. As the rules relax there are some basic health and safety guidelines that are actually more important than ever to support us in avoiding the spread of COVID-19.


Here are some answers about the current state; how PACE is responding to protect clients and staff; and what you can do to help ensure safety. We have included some pictographs for further information.

QUESTION	ANSWER
How does 3 rd party agency staff help PACE'S COVID-19 efforts?	<p>It has been our goal to limit the agency staff who work at PACE and in the last fiscal year less than 5% of our services were provided by replacement staff from agencies. Since the pandemic started we have been working with selected agencies that have staff who cannot work at both PACE and at a long term care home, retirement home or anywhere with an outbreak.</p> <p>Agency staff are primarily used when there is a shortage that would result in service restrictions; challenges to provide by gender or require unsafe work conditions for regular staff. Agency staff are trained personal support workers with experience in supporting seniors and sometimes other client populations.</p> <p>Please take advantage of our feedback program – the manager of your program has a direct line to the person managing agency support who will help resolve problems and also identify agency staff who you would like to see back in your program if the need arises.</p>
Why are some staff wearing goggles and some staff wearing face shields?	<p>Goggles and face shields are both forms of eye protection. Goggles work best for some people while others find a face shield more comfortable. Staff have a choice to wear either in their daily work (they may even switch up sometimes – that's okay).</p>



COVID -19 RESPONSE # 5 UPDATE FOR CLIENTS JULY 22, 2020

<p>What should I do if a staff member is not wearing eye protection and a mask when they arrive for a booking?</p>	<p>We take safety very seriously at PACE and have recently reminded the staff of properly wearing their personal protective equipment. There are no exceptions to this equipment.</p> <p>You can protect yourself by asking the staff to wear their personal protective equipment so please do so.</p> <p>If you have difficulty resolving this concern directly with the staff please let program management know and we will reinforce our message with them.</p>
<p>What can I do to further protect my own safety?</p>	<p>There are a number of safety choices you can consider:</p> <ol style="list-style-type: none">1. Wear a cloth mask when receiving personal services (when feasible) and if you cannot maintain safe physical distancing.2. Wear a cloth mask when you are out in the community or at a social event where you cannot maintain safe physical distancing.
<p>Can PACE staff help me with safety measures?</p>	<p>Absolutely! Staff can:</p> <ol style="list-style-type: none">1. Help you put on or take off a mask.2. Wash or sanitize your hands.3. Clean high touch areas including your mobility equipment. <p>If you are using a cloth mask during services provided by PACE we can give you another mask for this purpose. Please let PACE management know if you would like to take advantage of this offer.</p>

	<h2 style="text-align: center;">HOW TO SAFELY WEAR A CLOTH MASK OR FACE COVERING</h2> <div style="display: grid; grid-template-columns: 1fr 1fr 1fr; gap: 10px;"> <div style="background-color: #0056b3; color: white; padding: 10px;"> <p>1</p>  <p>Before putting on the mask, wash your hands & secure hair away from your face.</p> </div> <div style="background-color: #008000; color: white; padding: 10px;"> <p>2</p>  <p>Place the mask snugly over your mouth & nose, making sure there are no gaps.</p> </div> <div style="background-color: #0056b3; color: white; padding: 10px;"> <p>3</p>  <p>Avoid touching your face & mask while using it. Do not leave the mask on your neck, forehead or hanging from your ear.</p> </div> <div style="background-color: #008000; color: white; padding: 10px;"> <p>4</p>  <p>Change your mask as soon as it gets damp or soiled.</p> </div> <div style="background-color: #0056b3; color: white; padding: 10px;"> <p>5</p>  <p>Remove the mask without touching the outside of the mask & launder it before wearing again.</p> </div> <div style="background-color: #008000; color: white; padding: 10px;"> <p>6</p>  <p>Wash your hands & clean any surfaces that the dirty mask touches.</p> </div> </div> <p style="text-align: center; margin-top: 10px;">TORONTO.CA/COVID19 </p>
<p>Why do you ask the same screener questions repeatedly?</p>	<p>There are some really important reasons for the screener questions:</p> <ol style="list-style-type: none"> 1. They can help you identify or self-identify a symptom that is related to COVID-19. 2. Your answers help staff assess risk and ensure that they are wearing the correct PPE when they provide your booking. 3. Should you or someone who you have close contact with have the symptoms we can all act quickly to contain the spread by arranging for assessment; isolating if required and providing the services in a way that supports you in continuing to live independently.



COVID -19 RESPONSE # 5 UPDATE FOR CLIENTS JULY 22, 2020

<p>Why don't you screen my visitors?</p>	<p>We have shared guidance about essential visitors and support circles (bubbles) and we advise that screening visitors is a good way to protect your own health. When we ask about “close contact” in your screener you are answering about your visitors.</p>
<p>Why do you ask about travel? I thought the borders were closed.</p>	<p>Although the borders are restricted, they are not closed and Canadians and their relatives can travel internationally under specific circumstances. We know that we are very close to the border and that family, friends or acquaintances may need to travel for a variety of reasons; this is why public health continues to require us to ask about international travel.</p> <p>While we do get occasional complaints about the screener most clients understand the need for us to ask and we thank you for your patience and cooperation.</p>
<p>My social circle identifies who I can hug, touch or not physically distance with. How do I create my social circle?</p>	<ol style="list-style-type: none">1. Your social circle begins with people you live with or who regularly come into your household as visitors. Even if they don't live with you, they still count as part of your social circle.2. If that's under 10 people, you can add family or friends and everyone they live with. But remember your social circle must not go beyond 10 people. You don't need to include staff but please remember to keep following PACE's safety precautions.3. Get an agreement from everyone that they will join your circle.4. Keep your circle safe. It's still important to practice physical distancing with anyone who isn't part of your social circle.5. Be true to your social circle – help keep your close family and friends safe. No one should be part of more than one circle. <p>Learn more at Ontario.ca/socialcircles</p>

To create a safe social circle, follow these five simple steps:



Step 1:

Start with your current circle: the people you live with or who regularly come into your household.



Step 2:

If your current circle is under 10 people, you can add members to your circle, including another household, family members or friends.



Step 3:

Get agreement from everyone that they will join the circle.



Step 4:

Keep your social circle safe. Maintain physical distancing with anyone outside of your circle.



Step 5:

Be true to your social circle. No one should be part of more than one circle.



Visit [ontario.ca/socialcircles](https://www.ontario.ca/socialcircles)

Catalogue No. (300275) ISBN No. 978-1-4868-4573-6 (PDF) June 2020 © Queen's Printer for Ontario 2020.

Ontario