

## COVID-19 RESPONSE UPDATE

**TO:** All PACE Partners & Stakeholders  
**FROM:** Laura Visser, Chief Executive Officer  
**DATE:** Monday, March 15, 2020  
**SUBJECT:** COVID-19 Response

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PACE is committed to ensuring the safety and wellbeing of clients, staff, partners and the wider community. We have been monitoring the evolving situation, and the advice and recommendations from international, national, provincial and local experts and authorities so that we can respond appropriately.

Given the nature of the support PACE provides to individuals with disabilities across the Greater Toronto Area, **the shared goal of all PACE team members is to work together to ensure our ability to safely provide services to clients** (including any clients that may be identified as having a probable or confirmed case of COVID-19) **and to ensure that we protect the health and safety of all PACE team members while doing so.** With this shared focus in mind, PACE is implementing a number of enhanced measures, effective immediately. Precautions including the following:

- External guests will not be able to enter any PACE office locations - and PACE team members will not be attending any external meetings/events, regardless of the number of participants – until at least April 3, 2020. PACE will leverage technology to enable remote collaboration.
- Clients will not be able to enter any PACE office locations until at least April 3, 2020. PACE team members are happy to speak with clients over the phone to respond to request, questions and concerns.
- PACE will maximize remote work, where possible, while ensuring appropriate support for client service delivery teams.
- All PACE team members and clients will be actively screened for symptoms and risk factors associated with COVID-19 to determine whether or not precautions are needed.
  - PACE team members who return from international travel will not be able to physically come to work for at least 2 weeks (longer if symptoms develop)
  - PACE clients who return from international travel will be provided service, however, appropriate personal protective equipment will be required for at least 2 weeks (longer if symptoms develop)

Out of an abundance of caution, PACE is also implementing a number of client service changes based on guidelines issued by Public Health Agency of Canada. Until at least April 3, 2020:

- The Enhanced Supportive Housing Programs will suspend social escorts and activities with clients
- The Client Resource Facilitators & ABI Community Coaches will suspend *in-person* client support
- The Paula Cassin Learning Centre (PCLC) will suspend all programming
- The Massage Clinic offered to PACE clients in partnership with Humber College will be suspended

Thank you, in advance, for your support, understanding and collaboration during this time.