

May 12, 2020

Hello Everyone:

We hope that you are staying strong, healthy and safe. These have been extremely challenging times and we hope this letter finds you well.

Since the beginning of the COVID-19 Pandemic, KW Habilitation has taken precautionary steps and health and safety measures to keep the people we support and our staff safe. We are doing our part to stop the spread of the virus. KW Habilitation continues to work closely with our local health authority and all of our procedures meet or exceed the directives of Waterloo Region Public Health and other Provincial and Federal Health authorities about pandemic precautions.

The state of emergency directives that we all need to practice have had a big impact on our day to day experiences. We are pleased to report that to date no residents supported by KW Habilitation have tested positive for COVID-19.

We recognize that these are trying times for everyone and we feel our precautionary measures have assisted in keeping everyone as safe as possible. Here are some of the measures that have been put in place:

Active health screening and approved signage at all homes and programs, limiting site access to essential persons only (as defined by the Health Authorities), continued suspension of non-essential activities, continued focus on eliminating or minimizing staff movement between locations, heightened awareness and training of proper hand hygiene, physical distancing, work at home options (for administrative staff), and continued communications. Increased focus on cleaning and disinfecting practices continue. Groceries and supplies are being ordered through a central supply and food hub initiative and delivered to each home. Safe food practices and physical distancing are maintained.

Please be assured that KW Habilitation has an ample supply of all Personal Protective Equipment (PPE) available to all staff at all times, additionally:

- We have engaged the services of Karen Klee, RN who is assisting us with any well-being issues encountered during this time of limited health care and medical services. She is assisting with training staff to respond to the appropriate care needs in a safe manner if someone does become ill due to Covid-19.
- Communicating information to staff (memos, videos, telephone calls, and meetings) and to our community stakeholders (via our website at www.kwhab.ca).
- KW Habilitation has offered additional hours to part time staff as a way to have sufficient staffing available at this critical time. The increased staff hours helped to improve the care and supports we provide in inclusive living, as well as additional environmental cleaning.
- Community & Employment staff have weekly contact with people and families, providing ongoing support by way of emails, personal phone calls, texts and on-line classes, connections and assistance.

- KWH is very pleased to hear the Ford government announcement regarding pandemic pay and that Developmental Services qualify. We will be implementing, and this will greatly assist in the stabilization of our workforce.

As the Region and Province move forward with the next phase of responding to COVID-19, KW Habilitation is also assessing and planning the next steps for us as an organization. We will keep you informed of any changes. We encourage you to check our website www.kwhab.ca regularly for communication updates during these unprecedented times.

Sincerely,



Ann Bilodeau
Executive Director



Jeff Collins
President