

MEMO

To: Nucleus Consumers
From: Carole Beauvais, Chief Executive Officer (CEO)
Date: March 25, 2020
RE: COVID-19 (Coronavirus) Update #3

Dear consumers of Nucleus,

As the COVID-19 situation continues to unfold, our efforts are focused on protecting the safety and health of our staff and our consumers while sustaining essential services. During this crisis period, it is critical that you comply with the instructions given by health authorities and governments.

Physical distancing:

Please comply with physical distancing and stay home unless you need to go out for essential purposes (groceries, prescription, healthcare)—although it is best if someone can get these essential items for you. You need to maintain 2 metres (or 6 feet) of distance between you and others. Physical distancing includes avoiding all visits with family members and friends who do not live in your home and restricting people from entering your home unless it is absolutely essential. If possible, it is best if items delivered are left outside your door.

Self-isolation:

If you or anyone in your household has been instructed to self-isolate, please notify Nucleus immediately and make sure that you comply with all the directions given by health officials. It is important that you not have any contact with someone who has been told to self-isolate even if they do not appear to be sick. They should not enter your home. This includes anyone who has returned from anywhere outside Canada in the last 14 days.

Screening before visits:

It is critically important that you answer the screening questions truthfully. This will ensure that our staff use the right protection and precautions to protect themselves and other consumers. At this time and given the seriousness of the current crisis situation, if these steps are not taken or if we suspect they are not being taken, we are prepared to suspend services in order to protect the health of our employees and other consumers who receive our services. During this pandemic, everyone depends on our healthcare workers and everyone has a responsibility to do everything they can to prevent the spread of the virus and reduce the risk to our healthcare staff. If our staff get sick, we will not be able to sustain essential services for consumers who

need it. We are all in this together and we are asking that you do all you can to help us support you.

Temporary service reduction:

In anticipation of staff shortages and in order to reduce the risk of exposure to the virus for our employees and our consumers, and in keeping with physical distancing, Nucleus will be temporarily reducing services by eliminating non-essential tasks or visits. This is an unprecedented action and is only temporary until the state of emergency is lifted. ***Our goal is to decrease the number and duration of visits to reduce close contact between staff and consumers while continuing to provide essential services that will keep consumers safe at home. You can expect to receive a call from a member of our management team to discuss adjustments to your service plan.*** We know that this may be inconvenient and we ask for your understanding. This temporary adjustment is necessary to ensure we do all we can to protect our staff and consumers. During this time, our supervisors will keep in contact with all consumers to do safety checks, answer questions, and will be able to send a staff member to your home to assist you if you have essential needs.

Our Supervisors will continue to be fully available to assist you by telephone. If you need assistance to get essential items (i.e. food or medications etc.), do not hesitate to call our supervisors and they will get you some help.

Background:

As the number of people in Ontario diagnosed with the COVID-19 virus continues to rise quickly, public health officials are projecting that there will be more people needing help than the health care system can support with human or equipment/supply resources. Therefore, on March 17th 2020, the Ontario government declared a State of Emergency and implemented extreme measures to help contain the COVID-19 virus and reduce its spread within our communities. These measures include implementing social/physical distancing for all people; social isolation for anyone who has been outside of Canada within the past 14 days; and the temporary closure of non-essential businesses.

Although public health experts say most people who get the COVID-19 virus, (approximately 80%) will experience only mild to moderate symptoms, those at highest risk for more severe symptoms include seniors over the age of 70 and people with serious underlying medical conditions. Nucleus supports many consumers, and employs some staff, who fall into these higher risk categories. Because our staff go into multiple consumer homes in order to provide our consumers with the personal support they need, it is extremely important that we all work together to keep one another safe.