



Nucleus Independent Living
2030 Bristol Circle
Suite 110
Oakville ON L6H 0H2

November 27, 2020

Dear Valued Nucleus Consumer,

I'd like to take this opportunity to introduce myself and let you know how you can get a hold of me. My name is Laura Salisbury and I am the new Chief Executive Officer at Nucleus Independent Living. I have discovered many new things in my first 60 days here, including ideas on how we can better communicate with one another. One of our top priorities is to ensure your safety and to create a positive experience with every visit. I want to keep you informed on all the ways we are working to achieve that every time. A few highlights I would like to share so far are...

COVID-19: Our Mutual Commitment to Ensuring Safety

COVID-19 has been a part of our lives for eight months and remains a volatile situation. Nucleus continues to work closely with Public Health and the Ministry of Health to ensure the safety of our staff and consumers, and to prevent the spread of COVID-19 within our communities. To ensure we do our part, our staff monitor their health daily, and are required to stay home if they are feeling unwell.

When delivering care, they are required to wear proper personal protective equipment (PPE) that includes a mask, face shield or goggles **for every visit**; and gloves when required. Staff will not wear boot covers over their indoor shoes, as they pose a fall risk, however, they will clean the sole of their indoor shoes prior to wearing them in your home. There may be times when a gown is required as part of the PPE that staff wear. You will be advised when that is required. In keeping with the guidelines for physical distancing, staff will endeavor to maintain a 6-foot distance where possible during service delivery and we would ask the same of persons in your home.

If staff are not wearing their PPE, I encourage you to remind them of their responsibility to safety.

In return, you (and anyone else present during the visit) are required to have a mandatory COVID screening **before every visit**, and where possible, to wear a mask or face covering e.g. scarf or bandana while receiving care. The outcome of the screening will not impact your care. However, should you or any of the persons in your home refuse to be screened, we will not be able to provide services.

For the latest information on COVID-19 visit: <https://covid-19.ontario.ca>

Exhibiting symptoms or need a COVID test?

Please notify the office immediately if you notice that you or someone in your home is unwell and/or may be exhibiting symptoms. To support every effort in preventing the spread of the virus, we've included a list of the testing centres if you are experiencing symptoms of COVID-19 <https://covid-19.ontario.ca/assessment-centre-locations>

Symptoms of COVID-19 can vary from person to person. They may also vary in different age groups. Some of the more commonly reported symptoms include:

- new or worsening cough
- shortness of breath or difficulty breathing
- temperature equal to or over 38°C
- feeling feverish
- chills
- fatigue or weakness
- muscle or body aches
- new loss of smell or taste
- headache
- gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
- feeling very unwell

Additional COVID-19 Resources:

You can download the Canadian COVID-19 app to help break the cycle of infection. The app alerts users who may have had possible exposure to COVID-19 before any symptoms appear. You can download the app by clicking on the link below.

https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html?&utm_campaign=gc-hc-sc-2021-0024-11494835002&utm_medium=search&utm_source=google-ads-113233033878&utm_content=text-en-475878885720&utm_term=covid%20application

Safety first!

Our staff continue to work tirelessly to maintain both your safety and their safety. We ask for your understanding and patience as they comply with the new rules e.g. waiting for the elevator with physical distancing, which may delay their arrival.

Communication – Share your Thoughts and Suggestions

One of the ways I want to continue to learn in my new role is to hear about your experiences and ideas. I hope you'll share them with me so that I can address your concerns and better understand where we could improve. Please e-mail me anytime:
Laura.Salisbury@nucleusonline.ca

If you have any questions or concerns regarding your care you can contact:
Phone: 905-829-4499 ext. 125 or info@nucleusonline.ca

Your Rights & Responsibilities

Nucleus is privileged to be able to provide you with the health care services you need. In order to ensure we meet your health needs in an exceptional way, it is important that you understand your rights and responsibilities as a consumer.

You and your family have the right:

1. To be treated in a courteous, respectful and professional manner free of verbal, physical or financial abuse, exploitation and discrimination.
2. To have the necessary information to make informed decisions about your care and to ask questions as needed to make the right decision for you.
3. To receive safe, appropriate care for your needs from qualified staff.
4. To decline a Nucleus staff member from entering your home if they are not wearing the proper photo identification and personal protective equipment.
5. To refuse service.
6. To be involved in all aspects of your care planning from admission to discharge.
7. To be informed of any incident/concern that occurs during your care and steps that we are taking to address the situation.
8. To be informed when your service time/visit has to be changed.
9. To be referred to other community agencies or organizations as appropriate.
10. To voice a concern or complaint about your care or service, without fear of retribution.

You and your family/caregivers have the responsibility:

1. To actively participate with the Nucleus team in preparing your care plan.
2. To treat Nucleus staff with respect in an environment that is free from verbal and physical abuse, harassment, and discrimination.
3. To follow your agreed upon care plan so that you can have the best quality of care possible.
4. To ask questions if you do not understand the instructions or information given to you.
5. To notify Nucleus ahead of time when you need to reschedule or cancel service.
6. To inform Nucleus of any concerns, problems or dissatisfaction with the services provided and provide suggestions for improvement.
7. To ensure Nucleus staff can work in a safe environment by:
 - Not smoking a minimum of one hour before or while Nucleus staff are providing care/service
 - Removing pets when Nucleus staff are providing care consistently
 - Ensuring that appropriate equipment is available and in good working order for Nucleus staff



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- Ensuring hallways and floors are free of clutter
 - Making sure that the pathway and driveway of your home are free of snow, ice or debris
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I commit to sharing important and relevant information with you. If you have ideas on how to do that better, I'd love to hear it!

Sincerely,

A handwritten signature in blue ink that reads 'L Salisbury'.

Laura Salisbury
CEO