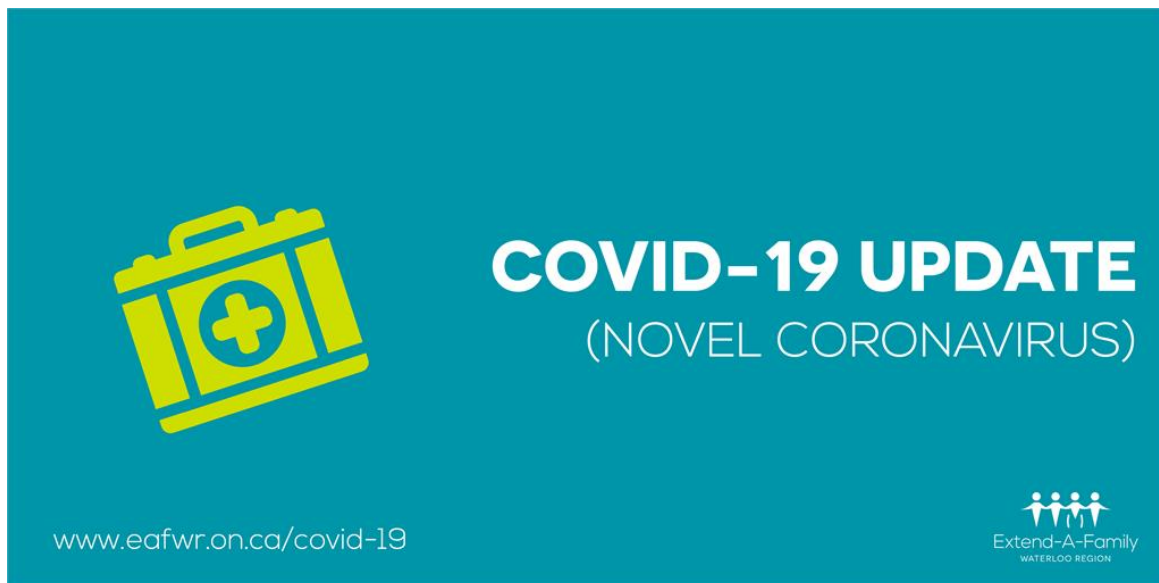


Date: March 16, 2020
From: Extend-A-Family Waterloo Region
From Email: info@eafwr.on.ca
Subject: COVID-19 Update from EAFWR - March 16, 2020



March 16, 2020

Dear Direct Support People,

The health and well-being of the people we serve, our families, staff and the wider community is our top priority. Given the increasing concern around COVID-19, we want to assure you that we are taking measures to minimize the risk of exposure to COVID-19, guided by recommendations from the Region of Waterloo Public Health, Ministry of Health and Ministry of Children, Community and Social Services.

While our office will remain open during this time, we have implemented the following measures in order to practice social distancing:

- We will not be hosting any face-to-face meetings with people from outside of our office. This includes the people we serve, our families, and community members
- All family visits with Support Coordinators, including match visits, will be suspended for the time being
- We have encouraged staff to work remotely if possible

We are also encouraging our families and Direct Support People to use their discretion and make decisions they are most comfortable with, including cancelling or delaying shifts.

Self-Assessment and Screening

As an organization, we are encouraging the people we serve, our families and Direct Support People to follow these screening guidelines for COVID-19 and to ask one another the following questions prior to meeting or working together:

Are you or a member of your household feeling unwell and experiencing the following symptoms:

- Fever, new cough, difficulty breathing, or a combination of these symptoms
- Muscle aches, fatigue, headache, sore throat, runny nose or diarrhea?
- Have you travelled outside of Canada in the last 14 days?

- Does someone you are in close contact with have COVID-19 (for example, someone in your household or workplace)?
- Are you in close contact with a person who is sick with respiratory symptoms (for example, fever, cough or difficulty breathing) who recently travelled outside of Canada?

Please see the following resources for more information on the symptoms of COVID-19 and how to prevent the spread of infection:

Region of Waterloo Public Health: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/public-health-measures-mitigate-covid-19.html>

Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/public-health-measures-mitigate-covid-19.html>


We understand the impact this situation has on your work and are working on further measures to support our Direct Support People financially. We will ensure any changes are communicated to you in a timely manner.

We are working diligently and closely monitoring the situation to determine any changes to services. We are awaiting an announcement from the Government of Ontario and the Prime Minister and will provide more updates to you this afternoon.

Updates will also be posted at www.eafwr.on.ca/covid-19

#BetterTogetherWR includes you. During this uncertain time, we will do our best to support the people we serve and our families.

Yours in community,



Allan Mills
Executive Director