

COMMUNICATION TO OUR COMMUNITY

Date: **UPDATED October 16th, 2020**

Re: **Coronavirus/COVID-19 Pandemic Precautions & Program Decisions**

Sunbeam Community & Developmental Services ensures that safeguarding the health and wellbeing of our clients, their families, our staff and volunteers continues to be our priority. We remain committed to ensuring that our Coronavirus / COVID-19 pandemic safeguards, precautions, protocols and communications align* with the most current guidance and direction available from local, provincial and national health authorities as it pertains to Developmental Services organizations and Essential Services providers.

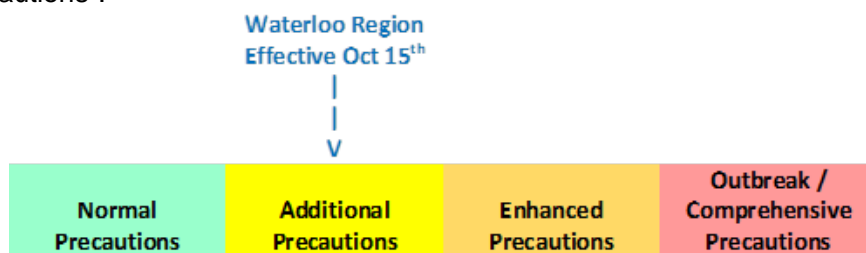
** Based on assessed level of risk to the safety and health of persons served and/or staff, Sunbeam reserves the right to introduce heightened pandemic precautions (beyond the guidelines provided by MCCSS, Public Health, and other government and health authorities), and/or to temporarily pause or revert to an earlier stage in provincial re-opening guidelines, and to apply either approach across one or more operating divisions, or to apply in a site specific manner.*

RECENT UPDATES FROM GOVERNMENT & HEALTH AUTHORITIES

Region of Waterloo Public Health has exhibited a change in the level of community risk related to COVID-19 MCCSS provides “Additional Precaution” notice

On October 15th, 2020 Sunbeam received 48 hour notice from the Ministry of Children, Community and Social Services (MCCSS) that the “Region of Waterloo Public Health has exhibited a change in the level of community risk related to COVID-19”, therefore further precautionary guidelines are to be implemented in our group homes and day program areas. The “change in the level of community risk related to COVID-19” is signaled by increasing transmission and infection rates in Waterloo Region. These additional precautions will take effect on Saturday Oct 17th.

Per the graphic below, this notice indicates that Waterloo Region has moved from “Normal Precautions” up one level to “Additional Precautions”:



For more information, please refer to the “Wave 2 Memo” posted on Sunbeam’s “COVID-19 INFO” page, review the updated ‘Summary of Program Decisions’ table further down in this communication, and contact the applicable Community Living Services Supervisor should you have any questions.

Waterloo Region Public Health: Failing to comply with self-isolation order could cost you \$5,000

- Excerpt from CTV News article, October 6, 2020

Failing to comply with a mandatory self-isolation order could cost you \$5,000 per day under a new class order issued by

Region of Waterloo Public Health.

Associate Medical Officer of Health Dr. Hsiu-Li Wang issued the order for case and contact management on Tuesday, under the Health Protection and Promotion Act. The order covers anyone in Waterloo Region who has a confirmed or probably case of COVID-19, has COVID-19 symptoms and is waiting for a test result, or has been in close contact with someone with a positive COVID-19 test result or symptoms.

People must also remain in self-isolation for at least 10 days from the onset of symptoms, as long as you have no fever and improved symptoms on the 10th day, or 10 days from a test date if you have no symptoms. Anyone who suffers severe illness from COVID-19 must self-isolate for at least 20 days from symptom onset. Anyone who receives a negative test result needs to self-isolate until they have improving symptoms for 24 hours without a fever. The order also says anyone who is close contact with a confirmed case of COVID-19 should remain in self-isolation for 14 days from the day of contact, unless symptoms occur. A full list of guidelines for self-isolation can be found [HERE](#).

Health officials say anyone who is in self-isolation must be available to speak to anyone contacting them from public health. The order says Dr. Wang enacted the order because COVID-19 is a communicable disease with no specific treatment or vaccine. "Isolation ensures that these people will not spread their infection to others," the order reads in part.

Anyone failing to follow the order could face a fine of up to \$5,000 per day.

In a statement to the media on Tuesday, Dr. Wang noted that cases have been steadily increasing in the region since September. Officials reported 19 new cases on Tuesday, bringing the region's total to 1,815 cases to date. "We are in a very precarious time," Dr. Wang said

MCCSS Memo to Congregate Living Settings Providers

- Excerpts from MCCSS "Second Wave Memo to Congregate Care Providers" dated October 2, 2020

Over the last month, our congregate care sectors have taken concrete action to respond to a potential second wave of the COVID-19 outbreak. This includes building on lessons learned to date, identifying potential risks and developing corresponding mitigation strategies as we enter the fall. The leadership you and your teams have demonstrated over the last several months is greatly appreciated. Your work has allowed us to better protect those living in high risk settings including homes serving those with developmental disabilities ...

... As you're aware, Ontario has been recording a higher number of cases over the past few weeks ... Congregate care sectors are also starting to see a slight increase in staff and resident cases. We ask that you please continue to monitor the infection rates in your community and establish relationships with your local Public Health unit.

... should your site be located in a community that is starting to see increased community spread ... we will be contacting you to start applying enhanced protocols.

... Some of the enhanced measures and protocols may include, but are not limited, to the following:

- Enhanced implementation of infection prevention and control protocols
- Enhanced visitor and home visit restrictions
- Increased restrictions to client participation in community/day programs

The following resources are available to support you with ensuring we continue to be vigilant in protecting our most vulnerable in congregate care settings:

- Public Health Ontario has many IPAC tools and resources on their website for different settings that will be helpful.
- The Ministry of Health has setting- and topic-specific guidance available. Visitor policies for different congregate care settings can be accessed by contacting your ministry program lead.
- The Ministry of Labour, Training and Skills Development has many important resources for employers and workers to help stop spread within workplaces.
- Your area also encouraged to speak to your local Public Health Units about how you can navigate the challenges of COVID-19 in your unique settings.

... Thank you for your continued actions to build on the steps we have already taken.

Ontario sees single-day record of 700 new COVID-19 cases as calls grow to return to Stage 2

Excerpted from reporting by CBC News, September 28, 2020

Ontario Premier Doug Ford called the province's record-setting new case count Monday for COVID-19 "deeply concerning" but announced no new public health measures, despite calls by a group of doctors and medical experts calling for a return to Stage 2.

The province reported an additional 700 cases of the infection on Monday, the most on a single day since the outbreak began in late January.

Williams also cautioned against contact with anyone not taking the risk of COVID-19 or the associated public health guidance seriously.

"I would avoid contact with those people," he said. "They may be someone you know."

The number of people in Ontario hospitals with confirmed cases of COVID-19 continues to steadily rise, and now sits at 128. Twenty-eight of those patients are being treated in intensive care, while 17 are on ventilators.

Further, data from some 40 hospitals around the province was not submitted in time to be included in today's report, the ministry says.

Speaking to reporters, Ford said Ontario is indeed embarking on its second wave, which will be "more complicated, more complex — it'll be worse" than the first.

SUMMARY OF SUNBEAM PROGRAM DECISIONS*

| PROGRAMS | STATUS | DESCRIPTION |
|--------------------------------------|---------------------------------------|--|
| Residential Programs (Group Homes) * | Effective Oct 17 th , 2020 | <ul style="list-style-type: none"> - Definitions of Essential Visitors, Designated Visitors and Non-Essential / Friendly Visitors are provided on the "COVID-19 INFO" page of Sunbeam's website. - The "Wave 2 Memo", also posted on the "COVID-19 INFO" page of Sunbeam's website provides the current "additional precautions" that apply to our residential group homes and day program. - At all times, Sunbeam is guided by government, public health and other health authority orders, guidelines and recommendations, as well as Sunbeam's assessment of risk to the safety and well-being of our clients and the front-line staff who support them. Provincial and local pandemic conditions, as well as the unique needs and conditions of the clients we serve are important considerations in this assessment of risk. - Updated visitor guidelines, visitor waiver form and active screening form are available on the Sunbeam website at all times. - To take best advantage of good weather, and to better protect the health and safety of all persons living at our group homes, we ask that you <u>consider outdoor visits whenever possible</u>. - As with all pandemic precautions and protocols, the ability to offer visits and outings to our persons served in a safe manner is dependent upon the availability of Sunbeam resources – whether staffing, supervision, supplies and equipment, as well as the assessed risk presented in any particular instance. For this reason, requests for visits, absences and outings must be pre-arranged with the applicable Community Living Supervisor. - We also encourage visitors to <u>consider their own personal health and susceptibility</u> to the virus in determining whether visiting a congregate living setting is appropriate. |
| Respite Program | Oct 16 th , 2020 | - At this time, Sunbeam does not anticipate resuming regular respite program services prior |

| PROGRAMS | STATUS | DESCRIPTION |
|--|---------------------------------------|--|
| | | to the Spring of 2021. Exceptions may be made for urgent / emergency situations. |
| Day Program & Drop-In * | Effective Oct 17 th , 2020 | <ul style="list-style-type: none"> - A graduated re-opening of Sunbeam's Day Program commenced on August 17th, 2020 following the "Re-Opening of Day Supports" guidance from MCCSS. A "virtual day program" option is also currently being offered. Please contact Sunbeam's Day Program Supervisor for more information. - The "Wave 2 Memo", also posted on the "COVID-19 INFO" page of Sunbeam's website provides the current "additional precautions" that apply to our residential group homes and day program. |
| Summer Camp | Suspended | - Not operating in 2020 |
| Passport | As indicated. | <ul style="list-style-type: none"> - In-Group-Home Passport hours continue, but group Passport events are suspended. - Sunbeam Developmental Resource Centre and Developmental Services Ontario are continuing to provide application, referral and navigation supports with regard to Passport funding. |
| Outings & Appointments * | Effective Oct 17 th , 2020 | <ul style="list-style-type: none"> - Per the aforementioned "Updated Guidelines for Re-Opening of Congregate Living Settings: Short-Stay Absences and Outings and Essential Overnight Absences", Sunbeam is implementing these guidelines via staff communications, processes, information forms, and equipping our Community Living Services Supervisors with the information needed to discuss options and protocols with families of our persons-served. - The "Wave 2 Memo", also posted on the "COVID-19 INFO" page of Sunbeam's website provides the current "additional precautions" that apply to our residential group homes and day program. |
| Pool & Therapy Spa | Suspended | - Currently not available for use. |
| Seating Clinic | Limited service | - Limited scheduled appointments are currently available. |
| Dental Clinic | Limited service | - Non-emergency services are currently suspended. |
| Volunteer Program | As indicated | - Although our usual Volunteer Program is temporarily suspended, we are extremely grateful for the volunteer assistance we have received with sewing non-medical face masks and other volunteer support activities not involving client contact during the pandemic. |
| Sunbeam Developmental Resource Centre | Ongoing | - Most programs and services are continuing, making best use of technology enabled service delivery options. |
| Developmental Services Ontario Central West Region | Ongoing | - Most programs and services are continuing, making best use of technology enabled service delivery options. |
| Travel | Ongoing | - Non-essential travel is discouraged across the organization. Use of teleconference and videoconference technology is actively encouraged to reduce the need for travel. |
| Other Organizational Protocols | Ongoing | - Non-essential visitors are discouraged from attending our Administration site at 2749 Kingsway Dr. site in Kitchener. Active screening protocols continue to be in place at all Sunbeam sites. |

* For questions or concerns related to existing pandemic protocols in effect at Sunbeam's Residential Group Homes and Day Program and related program activities, please contact the appropriate Group Home Supervisor or Day Program Supervisor to seek clarification and/or discuss options that may be available.

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LOCAL COVID-19 TESTING OPTIONS

Option 1: Call any of the below centres to book an appointment

Please Note: Staff should only seek testing if:

- Showing COVID-19 symptoms;
- Have been exposed to a confirmed case of the virus, as informed by your public health unit or exposure notification through the COVID Alert app;
- A resident or work in a setting that has a COVID-19 outbreak, as identified and informed by your local public health unit

| Location | Contact Information/ Phone Number |
|--|--|
| Cambridge Memorial Hospital 700 Coronation Boulevard, Cambridge (Cambridge Memorial Hospital, separate entrance) Please note: This location is not accessible for individuals with mobility issues. | 519-740-4975 |
| Grand River Hospital COVID-19 Testing Centre 131 Glasgow Street, Kitchener Staff who require testing must preregister via an online form for the following day - https://covidtestregistration.grhosp.on.ca/ | 226-747-5049 (if assistance needed with online booking) |
| St. Mary's General Hospital and Westmount Place Walk-In Clinic 50 Bathurst Drive, Waterloo | 1-855-414-2255 |

Option 2: Select Pharmacies.

As of September 25, get tested for COVID-19 at select pharmacies only if you **are not** showing symptoms (asymptomatic) **and** meet any of the following criteria:

- are a contact of a confirmed positive case
- **live or work in an at-risk setting, such as a long-term care home, homeless shelter or other congregate setting**
- will be visiting a long-term care home
- are a worker or resident of a specific outbreak site, including a long-term care home, retirement home or school
- are eligible for testing as part of a targeted testing initiative as determined by the Ministry of Health or Ministry of Long-term Care, similar to the earlier campaign to target long-term care homes

| Location | Contact Information/ Phone Number |
|---|-----------------------------------|
| 1500 King St E Cambridge - Shoppers Drug Mart 1500 King Street East, Cambridge, ON | 519-653-9700 |
| Conestoga Mall in Waterloo - Shoppers Drug Mart 550 King Street N, Major 4A, Waterloo | 519-886-6130 |
| Ira Needles Blvd in Kitchener - Shoppers Drug Mart 235 Ira Needles Boulevard, Kitchener | 519-744-4001 |

Please consult your local Public Health unit for further information.

SPECIAL NOTES REGARDING PANDEMIC PROTOCOLS IN OUR RESIDENTIAL PROGRAMS (GROUP HOMES)

- Admissions to, and transfers between our residential care homes are paused, with consideration given to special or urgent situations guided by government and health authority guidance and direction.
- Staff schedules were revised in March to prevent front line / direct care staff from moving between Sunbeam group home sites.
- **Definitions of Essential Visitors, Designated Visitors and Non-Essential / Friendly Visitors are provided on the “COVID-19 INFO” page of Sunbeam’s website.**
- **The “Wave 2 Memo”, also posted on the “COVID-19 INFO” page of Sunbeam’s website provides the current “additional precautions” that apply to our residential group homes and day program.**
- For information about short-stay absences, outings, and essential overnight absences, please refer to the aforementioned resources.

For information only, as at the date of this communication, all parents of school-aged children living in Sunbeam Group Homes have chosen to not have their children return to school in the community as of September 2020. We anticipate that local school boards will offer in-year intake opportunities.

Please check for updates to the information, guidelines and forms about current and upcoming visitor protocols on our website www.sunbeamcommunity.ca by clicking on the “COVID-19 Info” button.

RE-OPENING PLAN

On May 14th, 2020 the Ontario Government announced how the province will start to re-open its economy and phase out some emergency restrictions that were imposed to combat COVID-19. Ontario will begin to phase-out its semi-lockdown starting on May 19th. The province developed a framework to guide its approach, outlining the principles to be used to responsibly “return to normalcy.”

As Sunbeam Centre develops its re-opening plan, we are guided by the province’s framework, which is guided by the advice of the Chief Medical Officer of Health and public health officials.

With an abundance of caution, Sunbeam’s graduated re-opening plan has been developed with SAFETY as our top priority, recognizing the need for flexibility and the ability to adapt to changing circumstances throughout. Planning and implementation timelines will be determined based on orders, directives and advice from government and health authorities combined with local pandemic environmental considerations.

Our Re-Opening Plan: Guiding Principles

RESPONSIBLE:

- Public health and protecting the Sunbeam Community (clients, their families, staff, their families, volunteers, our valued partners, and local communities at large) especially those who are most vulnerable and at high-risk, will continue to be paramount and
- guide a gradual approach to responsibly and safely lifting pandemic precautions and defining our “new normal”.

EVIDENCE-INFORMED:

- Sunbeam Centre’s re-opening plan will be informed by evidence-informed directives, guidance and recommendations from health, public safety and other government authorities.

RESOURCED:

- Sunbeam will ensure that its graduated re-opening plan is developed and implemented in such a way to ensure that the required resources (staffing, equipment, supplies, etc.) are identified and available when and where needed, to safeguard the health and wellness of our stakeholders throughout all stages of the plan.

MONITORED:

- Sunbeam will ensure ongoing monitoring of directives, guidance and recommendations health, public safety and other government authorities throughout the implementation of its plan.
- Sunbeam will also carefully monitor the progress of our plan through all stages, to identify and mitigate any risks to client, family, staff, volunteer safety.

CLEAR, EFFECTIVE AND RESPONSIVE:

- Actions will be communicated clearly to all relevant stakeholders, including identification of timelines, responsibilities, objectives and expectations. Sunbeam’s graduated plan will be

implemented effectively based on planned stages, while ensuring the responsiveness required to modify planned actions based on assessed risk and emerging issues.

Our Re-Opening Plan: Decision-Making Framework, Key Considerations

- ✓ We have great appreciation of, and compassion for the difficult emotional journey that our clients, their families, staff and other stakeholders have been on, and will continue to live through as the plan progresses. The plan will recognize this, and every effort will be made to not contribute further to the emotional stress of everyone involved.
- ✓ Safety will always outweigh haste.
- ✓ We accept that the planning and implementation process must be iterative and flexible to ensure success.
- ✓ Implementation timelines will be dictated by health, public safety and other government guidance, as well as local pandemic environmental status, and assessed risk as determined by Sunbeam Centre leadership at every stage of the plan.
- ✓ The plan will be reviewed / revised when / should more relevant information become available.
- ✓ Updates on the status/progress of the plan implementation will also be made available on the Sunbeamcentre.com website on a regular basis once implementation commences.
- ✓ Sunbeam intends to release a summary of our draft re-opening plan by the end of June, to keep our community informed. This plan will not have fixed start dates, or duration of phases, as all planning timelines will be dependent upon the status of the COVID-19 pandemic and guidance / orders from government authorities.

A summary of Sunbeam's Re-Opening Plan is available on our website (www.sunbeamcentre.com) by clicking on the [Pandemic Reopening Plan](#) link on the main website page. Colour-coding is used on this plan to indicate status and progress.

Due to the aforementioned October 15th "Wave 2 Memo" from MCCSS, Sunbeam's re-opening plan is immediately paused pending further information regarding the level of risk status in the communities that receive programs and services from Sunbeam..

THE IMPORTANCE OF CREDIBLE INFORMATION

*"People may actually take the wrong course of action and engage in what they believe are protective measures that are in fact not warranted, and in some cases may be harmful."
Dr. Eileen de Villa, Toronto's Medical Officer of Health*

Misinformation about COVID-19 poses a great risk to our communities. We encourage everyone to pay attention to official sources such as:

- Waterloo Region Public Health
<https://www.regionofwaterloo.ca/en/health-and-wellness/2019-novel-coronavirus.aspx>
- Ontario Ministry of Health
<https://www.ontario.ca/page/2019-novel-coronavirus>
- Public Health Agency of Canada
https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronavirus
- World Health Organization
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- Ministry of Children, Community & Social Services (MCCSS)
<https://www.mcscs.gov.on.ca/en/mcscs/>
- Ontario Government Emergency Information
<https://www.ontario.ca/page/emergency-information>