

January 11, 2021

Dear Clients and Families,

With the recent announcement on January 6th, 2021 by the Quebec Government regarding COVID and the increase in the number of cases, we are updating you on our measures to control the spread of the virus.

Our Homecare Program continues to provide assistance to our most vulnerable clients and our Cummings Centre staff do our utmost to ensure that our homecare workers follow public health care guidelines and all safety measures to protect against the transmission and spread of the virus.

We realize that the risk cannot totally be eliminated, but we must do everything we can to minimize the risk for our clients and workers as much as possible. We would like to remind you of the following measures implemented during the Pandemic.

1. Our clients and workers will be required to wear a mask during the homecare visits. The Cummings Centre will supply masks to the client and the homecare worker during each visit. To the extent that a client's medical restrictions do not permit a mask from being worn, the Cummings Centre will implement other appropriate measures to reduce the risks associated with COVID-19 transmission. Families are responsible to ensure they have all other mandatory PPE at home such as cleaning products and their own masks and gloves.
2. Our clients and workers will be required to wash their hands with soap and water during the homecare visits. Once a Cummings Centre worker has arrived at the client's personal residence, the client's hands will be washed. Clients and workers may be required to wash their hands on more than one occasion during the homecare visit.
3. Our clients and/or their families are required to contact their case manager and advise them of any COVID-19 symptoms that may reasonably exist in the household (whether relating to the client, a family member or any other individual present in the household), prior to the next scheduled visit of one of our homecare workers. Failure to do so may result in the immediate termination of service if the homecare worker notices symptoms at the start of the shift. Given the seriousness of the risk that our workers face, we may be required to contact emergency services (911) should the client not be able to stay alone in the house.
4. Our clients and/or their families are required to contact their case manager and advise them if the client or any close contacts of the client has gone for a COVID-19 test or is pending a result of a COVID-19 test. This includes family members or private homecare workers. All homecare will be suspended until results are received and the Homecare Department receives directives from the COVID-19 Healthline.

5. Family members or private homecare workers who live or work in the same household as a client of the Cummings Centre will be required to adhere to the same protocols listed above. During the entire duration of the homecare shift, family members and private workers will be required to supply and wear their own mask.
6. Family members will be required to observe social distancing guidelines, such that they always maintain a reasonable distance from our workers . Failure to respect these measures may result in the immediate termination of service if we consider that the safety of our workers is compromised.
7. In the case of shift(s) cancelations, it may not always be possible to replace a worker. While every effort will be made to find a replacement worker, it cannot be guaranteed. Please ensure that you make alternate arrangements as needed.
8. Accompaniment is only available for urgent or essential appointments and at the discretion of the homecare worker. If a worker is concerned for their overall safety, the family and/or client will have to plan accordingly, and Homecare will be cancelled on that day.

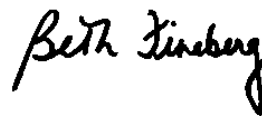
We are continually asking family members to limit and/or avoid visiting their loved ones in order to reduce the spread of COVID-19. We appreciate your adherence to these guidelines as we continue to provide our homecare services in a safe and secure manner.

We want to take this opportunity to thank you in ensuring the safety of all involved so we can continue to provide quality care during these difficult times.

Sincerely,



Pauline Grunberg
Executive Director



Beth Fineberg
Director, Social Services