



Memo to All Membership/families/guardians & RHA Staff,

April 20, 2020 Updates

From: Chief Executive Officer and RHA Emergency Operations Team (EOT)

We hope this message finds you all well and safe. It has been a very long month with many more weeks possibly months of our new normal.

The RHA Emergency Operating Team continues to meet daily (virtually) we have stayed current with all the Municipal, Provincial, Federal updates, Alberta Health Services and kept up or exceed the Alberta Public Health Orders that impact RHA. Our focus is specific to;

- **Staffing and supports-** managing the constant changing of positions due to staff off on self-isolation, program changes or closures has had significant impacts on our staffing teams.
- **Operations** – managing, sourcing/ordering, security of essential supplies; Personal Protective Equipment (PPE), arranging deliveries, facility maintenance & sanitization
- **Logistics** – proper use of PPE, managing stock for essential food & household supplies, developing isolation plans, providing staff access to essential training information
- **Finance** – managing all business as usual, payroll, payables, receivables, preparing 2019-20 fiscal year end and audit. Added components to manage due to the pandemic has been increased changes in staffing schedules, issuing Record of Employment (ROE's) to Service Canada, researching eligible grants for covid-19 related expenses.
- **Communications** – providing staff usually daily updates as a result of constant government announcements and Public Health Orders that change our processes or ways of doing business. Connected to regional and provincial committees that have shared information and continue to advocate for appropriate resources needed to ensure persons with disabilities are cared for and the workforce is able to work in safe conditions.

Chief Medical Officer of Health -Record of Decision – Order 10-2020

A new Public Health Order was issued on April 10 with more measures to prevent, and limit the spread of COVID-19 in continuing care facilities and licensed supportive living, long-term care, PDD Licensed group homes and residential addiction treatment service providers.

Among other amendments, major amendments include:

- **Restricted staff movement:** Effective April 23, 2020, staff will only be permitted to work in one healthcare facility.
- **Continuous mask-wearing:** all staff providing direct resident care or working in resident care areas must wear a surgical/procedure mask continuously, at all times and in all areas of the workplace.



RHA Response

Over half of all RHA residential homes are licensed that falls under this order, RHA has always practiced the same standards in all our homes/facilities no matter if they are licensed or unlicensed, as a result we will manage all homes and major facilities as specified under this order.

1. Effective April 15, 2020 surgical/procedure masks have been issued to **all RHA** homes and facilities for continuous mask-wearing. AHS has provided a limited number of masks (4 masks/day per staff) to our licensed homes and RHA continues to work on securing and maintaining appropriate levels of masks to supply what AHS or PDD has not provided to date. We currently have surgical/procedure mask supplies for one (1) week.
To date Community Service Providers across the province are struggling to secure or be provided with all other necessary PPE, such as N95 Masks, gowns, gloves, eyewear/shields and thermometers.
2. **RHA 7/7 Staffing Models** - Over the past couple of weeks the EOT with the help of Adult Service Coordination Teams, Human Resources, Scheduling and Finance Teams has worked to create new staffing models to reduce the amount of staff coming and going into homes. **We have implemented 7 days live in/ 7 days off models. A total of 33- RHA homes have these new models in place. 9- RHA homes have closed with a remaining 13- homes working on either establishing new 7/7 models or reduce staffing models coming in and out.** With the new compliance for staff to be assigned to only work in one home this will help RHA achieve this compliance. These models have been established for the next 4 weeks with possibility for extensions.
3. All Staff and individuals in home/other services must be monitored twice a day using the health assessment and record body temperature using the AHS health assessment. Strict protocols, quarantine guidelines and appropriate PPE will be followed for anyone suspected to have covid-19 like symptoms.
4. **No Visitor Policy is strictly enforced** and is now a regulation under this Public Health Order.

We have attached the order, which is very thorough and long. RHA has implemented all compliances under this order and in some cases exceed the order, example - completing health checks/body temperatures twice per day for all individuals in service.

[Highlight, Click, open hyperlink here to view the Public Health Order](#)



Updates NEW Closure and Quarantine Timeline May 31, 2020:

All Residential RHA homes & major facility locations continue to be quarantined & closed.

We continue to make every effort to ensure the safety and care of individuals in service and our staff. As time has gone on, we are encouraged by some of the innovative ways RHA staff has continued to strive to keep individuals connected, focused on learning and supporting physical and emotional wellbeing. The use of technology is playing a key role. Please discuss options with the program supervisor/caseworker to brainstorm on ideas that may be able to be implemented for activities and communication, ie. Face Time, Zoom video, emails, chatroom or the old fashion phone call. Access to phone numbers and extension numbers are located on the RHA website www.robinhoodassoc.com or call 780-467-7140 Ext.1221 and Jackie will do her best to transfer your call.

If families and/or individuals currently not able to access services due to program closures and are struggling, please contact your program caseworker or program supervisor, who may be able to provide you with reassurance, ideas to support individuals while in isolation or just someone to connect with. RHA will do everything possible to support individuals/families struggling and may be at risk, please let us know if support is required. RHA website will be storing communication updates and resources so please check regularly.

Sending you all my sincerest appreciation for your ongoing understanding and support, I am continually encouraged with the overwhelming support of our membership and staff. I am confident RHA will be stronger and better after all this, we have a truly amazing community!

Stay safe and well,

Ann Marie LePan

Chief Executive Officer

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