

From: RHA-General-Email

Sent: Friday, March 13, 2020 2:10 PM

Subject: Effective Immediately March 13 – 29, 2020 RHA Protective Measures to Reduce Exposure and contain spread of COVID-19

Importance: High

March 13, 2020

Effective Immediately March 13 – 29, 2020

RHA Protective Measures to Reduce Exposure and contain spread of COVID-19

Dear Membership/Staff/Individuals/Family/Guardians,

RE: Immediate Service Impacts and supports

All staff who are directly responsible for case management of individuals in services will be attempting to directly contact individual/family/guardian by phone today March 13, 2020 to discuss significant strategies RHA has implemented for the duration of March 13 – 29, 2020. RHA Management will continue to monitor recommendations from Alberta Health Services and determine future continued action plans as needed:

After strong discussion and consideration implementing following protective social distancing measures to mitigate exposure to current influenza issue. Our top priority is the wellbeing of individuals, families, staff and community.

The following protective action strategies will be:

- For a two-week period of time adults in residential services will receive day services out of their residential homes to reduce potential exposure (March 13-29) which is similar to an 'alternate staffing day' model.
- Individuals in solely day services will be supported in Day services with social distancing support pending they are healthy. At this time Robin Hood Association transportation services currently in place will remain operational. If an individual accesses program through public transit / mobility bus, communication on their services will remain the responsibility of the individual / family.
- (RESIDENTIAL SUPPORTS) If families chose to take individuals home within the period of March 13-29th they need to remain in the family home until March 29, 2020 and pending further updates. Individuals will not be permitted to come and go from their family's home as to limit exposure and risk to other roommates.
- RHA will not deliver day or respite supports to individuals with identified symptoms whom are not supported in residential models. Staff will be expected to not work with individuals if the staff have symptoms of illness. Staff supporting individuals in their home will only support if there are no signs of illness in the individual/family home. (ie. Family Support, SIL)
- Adult Services and Children & Youth Services support will change to be re-planned avoiding community access programming and will be following recommendations from Alberta Health. This will should restrict access to:
 - Events with more than 250 attendees.
 - This includes large sporting events, conferences and community events.

- It does not include places of worship, grocery stores, airports or shopping centers.
- Events with more than 50 attendees and expects to have international participants, or involves critical infrastructure staff, seniors, or other high-risk populations.
- Social distancing support will commence in all services – reference the Alberta health services website for further information. Refer to Alberta Health Service links <https://albertahealthservices.ca/topics/Page16944.aspx>

As this has been identified as a Pandemic by World Health Organization and staying up to date with information from Alberta Health, RHA Policies and Procedures are subject to change with limited or no notice.

RHA management and staff will commit to the utmost care and compassion to support individual and their families during this difficult time. It is essential we share in this collective effort to mitigate risk to our community. Therefore, we ask for your support and understanding at this time as we navigate a very complicated social, emotional and economic impact.

Sincerely,



Ann Marie LePan

Chief Executive Officer

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