

To the children, youth and adults we support, their families and staff members,

As I am sure you are aware, the concern regarding COVID-19 continues to intensify and change constantly. As an organization I want to ensure you that we are monitoring and responding to the situation in a way that places the best interest of the children, youth and adults we support, their families and Bethesda staff.

As an organization we take this situation very seriously and your health is upper most in our decision making. Our objective is to mitigate risk to each of you. With this in mind, we will be implementing the following effective immediately and until further notice:

SCREENING

- Bethesda has developed a screening tool that all visitors to Bethesda's locations will need to fill out in order to access our facilities. It will also act as a tool for staff to self-monitor their health on a daily basis. This tool will be available to all locations by the end of today.

HYGIENE

- In order to protect those we support and our staff, enhanced disinfectant protocols will be implemented. We are asking staff to, wherever possible, take additional efforts to clean and disinfect. In addition, we will be hiring additional help to ensure that our facilities are as clean as possible.

OPTIONAL GATHERINGS

- We are cancelling non-essential gatherings of five or more people until further notice. Examples include, but are not limited to, the upcoming Easter service, Sunday church services and Children's Family Night etc.

TRAVEL AND CONFERENCES

- Effective immediately and until further notice all optional travel outside of immediate work locations should be cancelled. This includes, but is not limited to, client vacations, day trips and staff training opportunities.

CLOSURES

Children's Programs

- As of today, our Children's Programs will remain open as we continue to consult with our Community Partners. Enhanced hygiene procedures and screening will be put in place effective immediately.

Clinical Services

- Effective immediately and until further notice we are cancelling all appointments staff have at congregate facilities such as lodging homes and hospitals etc.
- We are asking staff to, wherever possible, utilize videoconferencing and phone calls as optional methods of client support.

Adult Services

- Effective immediately and until further notice Bethesda's Bereavement supports will be cancelled.
- Respite will continue with enhanced hygiene practices and screening procedures in place.
- Day Services will continue with enhanced hygiene practices and screening procedures in place.
- Residential Living will implement enhanced hygiene practices and screening procedures for all visitors.

Other

As a reminder please continue to ensure the following:

- Highest standard of cleanliness in all of our facilities.
- Continued handwashing with soap and water.
- If you become sick (high fever, cough), please stay home and follow our regular processes.
- If you have traveled to a known location with confirmed COVID-19 incidences, please inform your supervisor as soon as possible. The possible requirement to self-isolate will be discussed individually with you.
- Familiarize yourself with your Home's or Department's pandemic plan.
- Staff are, where possible, encouraged to work from home as per Bethesda's current policy.

As I am certain you can appreciate, it is impossible to answer all of the questions that may come from a memo such as this, therefore I encourage you to speak with your Bethesda contact, whether that be a manager, case worker etc. with any further concerns or questions you may have. If you prefer, you are also encouraged to email us at info@bethesdaservices.com with questions and we will get back to you as soon as possible.

Please be assured that we will continue to monitor the situation, receiving direction from the Niagara Public Health Department, the Public Health Agency of Canada and other Government agencies and provide updates as appropriate.

Sincerely,



Brian Davies
Chief Executive Officer