



Empowering you to live at home  
in the City and County of Peterborough

## Program and Office Status – April 9<sup>th</sup>, 2020

### **Program Status**

We are committed to our part in limiting the spread of the COVID – 19 and working closely with Peterborough Public Health. Our program status has been updated since March 31st, 2020 and the changes in summary are:

- As of April 9th, 2020:
  - Free Exercise & Falls Prevention Classes
    - There are a limited amount of virtual classes being conducted for previously registered clients. Currently, they are not excepting new clients at this time.
  - New Section under Programs – COVID-19 Response Initiatives
    - Grocery Delivery For Clients:
      - As part of our COVID-19 response, grocery delivery continues for clients who need this support. Public access to this program is limited. Please call your local program office for more details.
    - Buckhorn Food Vouchers program:
      - Funded by the Municipality of Trent Lakes to provide assistance for their residents who have lost their job

Below is status of each program as of April 9<sup>th</sup>, 2020:

| Programs Cancelled Until Further Notice | Programs Running with Limited Service & Rigorous Screening | Programs Continuing with Rigorous Screening |
|---|--|---|
| Blood Pressure Clinics                  |  |   |
| Brokered Home Help                      |  |   |
| Brokered Home Maintenance               |  |   |
| Diners Clubs                            |  |   |
| Fitness Classes                         |  |   |

| Programs Cancelled Until Further Notice   | Programs Running with Limited Service & Rigorous Screening  | Programs Continuing with Rigorous Screening   |
|---|---|---|
| <p><b>Free Exercise &amp; Falls Prevention Classes</b><br/> ** There are a limited amount of virtual classes being conducted for previously registered clients. Currently, they are not accepting new clients at this time.</p> |   |   |
|   | <p><b>Friendly Visiting</b><br/> In-home visits cancelled. All visiting will be completed by telephone.</p>                               |   |
| <p><b>Foot Care Clinics</b></p>   |   |   |
|   |   | <p><b>Home First</b><br/> Enhanced Care Coordinator who is typically based out of PRHC is working remotely to support patients being discharged from hospital.</p>  |
|   |   | <p><b>Home at Last</b></p>  |
|   |   | <p><b>Meals on Wheels - Frozen</b><br/> Frozen meal deliveries are continuing.</p>  |
|   |   | <p><b>Meals on Wheels - Hot</b><br/> Hot meals are continuing.</p>  |
|   | <p><b>Medical Equipment Program</b><br/> With offices closed to the public requests are being handled by phone only.</p>                  |   |
|   | <p><b>Personal Distress Alarms</b><br/> PDAs continue to be monitored as usual. Installations will be handled on a case by case basis</p> |   |
| <p><b>Social Groups</b></p>   |   |   |
|   |   | <p><b>Supported Referral Coordination</b><br/> Coordinator who is typically based out of the Central East LHIN Home and Community Care office is working remotely to support referrals across the region.</p> |
|   |   | <p><b>Telephone Reassurance Calls</b><br/> Our lists have increased substantially and we are making every effort to continue to check in with clients.</p>  |

| Programs Cancelled Until Further Notice | Programs Running with Limited Service & Rigorous Screening                                      | Programs Continuing with Rigorous Screening       |
|---|---|---|
|   |   | <b>Transportation with Access to Primary Care</b> |
|   | <b>Transportation with Accessible Van in City of Peterborough</b><br>Essential drives continue. |   |
|   | <b>Transportation with Caremobile in County of Peterborough</b><br>Essential drives continue.   |   |
|   | <b>Transportation with Volunteer Drivers</b><br>Essential drives continue.                      |   |
| <b>Walking Programs</b>                 |   |   |

## COVID-19 Response Initiatives

| <b>Program</b>                        | <b>Description</b>   | <b>Contact</b>   |
|---------------------------------------|--|--|
| <b>Grocery Delivery For Clients</b>   | Traditionally part of the Home Help Brokered Service, as part of our COVID 19 response, grocery delivery continues for clients who need this support in order to remain in their own home. Public access to this program is limited. | Please call your local program office for more details about how to access this service. |
| <b>Buckhorn Food Vouchers program</b> | Funded by the Municipality of Trent Lakes to provide assistance for their residents who have lost their job due to COVID-19.   | Please contact our Buckhorn office for more details.                                     |

## Office Status

We are committed to our part in limiting the spread of the COVID – 19 and working closely with Peterborough Public Health. Our office status has been updated since March 31<sup>st</sup>, 2020 and there are no reported changes.

Below is status of each office as of April 9<sup>th</sup>, 2020:

| Office                          | Status   |
|---------------------------------|--|
| <b>Administration / Finance</b> | Functioning with least amount of staff onsite at one time to ensure social distancing. Some staff working remotely. All phone calls are being monitored and forwarded to staff working remotely. Central hub of updates and changes. |
| <b>Apsley</b>                   | Office and thrift store are closed to the public. Functioning with least amount of staff to ensure social distancing.  |
| <b>Bridgenorth</b>              | Thrift store is closed to the public.  |
| <b>Buckhorn</b>                 | Office is closed to the public. Functioning with least amount of staff to ensure social distancing.  |
| <b>Ennismore</b>                | Office and thrift store are closed to the public. All staff working remotely, all incoming calls being monitored.  |
| <b>Havelock</b>                 | Office and thrift store are closed to the public. Functioning with least amount of staff to ensure social distancing.  |
| <b>Lakefield</b>                | Office is closed to the public. Functioning with least amount of staff to ensure social distancing.  |
| <b>Millbrook</b>                | Office and thrift store are closed to the public. Functioning with least amount of staff to ensure social distancing.  |
| <b>Norwood</b>                  | Office closed, staff member working remotely, all calls being forwarded to her cell number.  |
| <b>Peterborough</b>             | Functioning with least amount of staff to ensure social distancing. Most staff working remotely.   |

We are confident that these changes will help limit the spread of the virus and protect our staff, volunteers and clients while we continue to offer essential services to the members of our community.

As new information becomes available and decisions are made, we will continue to keep you informed through all of our communication channels including our website.

[www.commcareptbo.org](http://www.commcareptbo.org).