



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

Program and Office Status – March 24th, 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 20th, 2020 and the changes in summary are:

- As of March 24th, 2020:
 - **Home Help and Home Maintenance Program is officially suspended.**
 - Brokered Helpers will contact their clients to cancel any planned visits.
 - Brokered Helpers will advise us of any clients they would deem as high-risk without the support of Brokered Services. An example may be clients who rely on Brokered Home Help for groceries and does not have family, friends, or neighbours to assist with this essential activity.
 - Strategies to support these high-risk clients will be developed by our staff on a case by case basis to ensure their safety.
 - **Home First is moved to green column**
 - Enhanced Care Coordinator who is typically based out of PRHC is working remotely to support patients being discharged from hospital.
 - **Supported Referral Coordination moved to green column**
 - 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.

Below is status of each program as of March 24th, 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		
Free Exercise & Falls Prevention Classes		

Programs Cancelled Until Further Notice	Programs Running with Limited Service & Rigorous Screening	Programs Continuing with Rigorous Screening
	Friendly Visiting In-home visits cancelled. All visiting will be completed by telephone.	
Foot Care Clinics		
		Home First Enhanced Care Coordinator who is typically based out of PRHC is working remotely to support patients being discharged from hospital.
		Home at Last
		Meals on Wheels - Frozen Frozen meal deliveries are continuing.
		Meals on Wheels - Hot Hot meals are continuing.
	Medical Equipment Program With offices closed to the public requests are being handled by phone only.	
	Personal Distress Alarms PDAs continue to be monitored as usual. Installations will be handled on a case by case basis	
Social Groups		
		Supported Referral Coordination 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.
		Telephone Reassurance Calls Our lists have increased substantially and we are making every effort to continue to check in with clients.
		Transportation with Access to Primary Care
	Transportation with Accessible Van in City of Peterborough Essential drives continue.	
	Transportation with Caremobile in County of Peterborough Essential drives continue.	
	Transportation with Volunteer Drivers Essential drives continue.	
Walking Programs		

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 20th, 2020 and the changes in summary are:

- As of March 24th, 2020:
 - o All Ennismore office staff are now working remotely
 - All incoming calls are being monitored

Below is status of each office as of March 24th, 2020.

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