



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

Program and Office Status – May 21st, 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 May 6th, 2020 and the changes in summary are:

- As of May 21st, 2020:
 - o Brokered Home Help and Maintenance
 - We will resume indoor and outdoor household services and asking all our Brokered Helpers to maintain the guidelines outlined by Peterborough Public Health. This includes all the proper social distancing protocols, use of masks, contactless payment, etc. between brokered helpers and clients. Brokered Helpers have been provided with all the new safety guidelines.

Below is status of each program as of May 21st, 2020:

Programs Cancelled Until Further Notice	Programs Running with Limited Service & Rigorous Screening	Programs Continuing with Rigorous Screening
Blood Pressure Clinics		
		Brokered Home Help Resume both indoor and outdoor services with all the proper social distancing protocols between brokered helpers and clients.
		Brokered Home Maintenance Resume both indoor and outdoor with all the proper social distancing protocols between brokered helpers and clients.
Diners Clubs		
Fitness Classes		
Free Exercise & Falls Prevention Classes ** There are a limited amount of		

Programs Cancelled Until Further Notice	Programs Running with Limited Service & Rigorous Screening	Programs Continuing with Rigorous Screening
virtual classes being conducted for previously registered clients. Currently, they are not accepting new clients at this time.		
	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.	

Programs Cancelled Until Further Notice	Programs Running with Limited Service & Rigorous Screening	Programs Continuing with Rigorous Screening
	Transportation with Caremobile in County of Peterborough Essential drives continue.	
	Transportation with Volunteer Drivers Essential drives continue.	
Walking Programs		

COVID-19 Response Initiatives

COVID-19 initiatives has been updated since May 6th, 2020 and the changes in summary are:

- As of May 21st, 2020
 - o Food Vouchers Program has expanded to other rural areas of the County
 - Funded by the New Horizons for Seniors Grant and administered by the United Way of Peterborough and District

Program	Description	Contact
Grocery Delivery For Clients	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.
Buckhorn Food Vouchers program	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.
Food Vouchers Program	Funded by the New Horizons for Seniors and administered by the United Way Peterborough and District for the communities of Millbrook, Ennismore, Apsley, Buckhorn, Lakefield, Havelock and Norwood	Please contact our local offices in these communities 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 May 6th, 2020 and there are no reported changes.

Below is status of each office as of May 21st, 2020:

Office	Status
Administration / Finance	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.
Apsley	Office and thrift store are closed to the public. Functioning with least amount of staff to ensure social distancing.
Bridgenorth	Thrift store is closed to the public.
Buckhorn	Office is closed to the public. Functioning with least amount of staff to ensure social distancing.
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. Functioning with least amount of staff to ensure social distancing.
Lakefield	Office is closed to the public. Functioning with least amount of staff to ensure social distancing.
Millbrook	Office and thrift store are closed to the public. Functioning with least amount of staff to ensure social distancing.
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.