

May 15, 2020

Dear Friends,

I hope this note finds you safe, well and connected. This week I want to drill down on the work ESS continues at this time.

In mid-March, our first response to the pandemic was to reach out, primarily by phone, to all our clients including everyone who attended our Exercise and Falls Prevention programs; Adult Day Program clients and caregivers; Transportation clients with a high priority given to those we knew lived alone or were home-bound; Caregiver Support Group clients; Social Recreation; Seniors' Lunch Program and Assisted Living clients.

We knew that we needed to stay connected with those who have relied on ESS in the past and to find out the issues they were facing including worries about food/life essentials, security, and issues related to isolation and mental health.

Based on what we heard, we shifted our activities to meet the needs people identified.

We set up a 'grocery shopping' and 'porch drop' service in partnership with Emiliano and Ana's No Frills (245 Dixon Rd.). Grocery orders are made, and then the items are picked up and delivered by our transportation team. If you know seniors or adults with disabilities who might need this help – please let them know we are here.

Our telephone outreach and wellness checks continue to reveal a deepening need for longer reassurance calls. These calls have been undertaken by our wonderful volunteer and staff team members. Where people in difficulty have been identified, ESS staff have undertaken Crisis Intervention and more intensive case management.

To fill the gap created by the suspension of our Adult Day group programs, staff have created and are delivering a number of innovative 'virtual' programs by phone and video chat such as trivia games, discussion groups, singing and exercise activities especially geared to clients with cognitive impairments and their caregivers.

Where suitable, small and larger group weekly telephone programs are being convened where clients engage in activities like bingo, social recreation, stories and jokes. Scheduling many of these activities on the days and times when our clients typically met for exercise, social dining and recreation programming, has been well received.

We hope to open our group telephone programs to anyone in the community soon. With the right technology, we also hope to be providing additional virtual activities in the future. Stay tuned for more program information as it becomes available. We will not be 'reinventing the

wheel' as public sourced programs are identified and can be integrated into the activity calendar created.

In short, we are here for you and anyone you know that may feel are alone, isolated and in need of the kind of support ESS can provide – and has provided for over 36 years.

Please reach out to us by phone (416) 243-0127, via our web site at www.esssupportservices.ca or through e-mail agency@esssupportservices.ca.

Regards,



Alison Coke, CEO
ESS Support Services



2245 Lawrence Ave. W., Etobicoke ON M9P 3W3
Tel: 416-243-0127 Fax: 416-243-7987
www.esssupportservices.ca

Charitable Registration No. 11896 5029 RR0001

