

May 22, 2020

Dear Friends,

ESS participates in a community composed of a number of agencies in Etobicoke which is being led by the United Way Greater Toronto and the City of Toronto. This group has allowed for unprecedented collaboration among agencies serving Etobicoke and the sharing of important information and resources.

One of the topics that was raised this week by the Toronto Police Service representatives was an increase in the incidence of fraud. While scams have been around for a long time, peoples' vulnerability to these in the current environment seems to be heightened. Unfortunately, too often seniors are targeted.

As a result, I am attaching a resource developed by the Competition Bureau of Canada. It contains tips on things to watch for and, in the event you feel you may have been targeted, who you can call. This booklet is also accessible online at:

[https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/vwapj/CB-IBBS2-EN.pdf/\\$file/CB-IBBS2-EN.pdf](https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/vwapj/CB-IBBS2-EN.pdf/$file/CB-IBBS2-EN.pdf)

This week the news has been full of information on moving out of the COVID-19 lockdown phase. For example, we have been alerted by the Province that the hospitals are planning to open up so that appointments put on hold will start to be rescheduled. This is such an encouraging sign.

This reopening will not affect many of ESS's activities. Our medically-necessary Transportation, 24/7 Overnight Respite Care (Caring Centre), In-Home Respite Care and Assisted Living activities have continued to run with great success. The training, protocols and equipment provided to staff have allowed us to safely continue delivering these.

Similarly, our virtual group programming, friendly visiting, telephone wellness check-ins and reassurance outreach activities have also continued along with our grocery and medication pick-up and deliveries.

However, like others impacted by the lifting of the lock-down, ESS is developing a plan to allow staff, that have been working remotely since March 14, back into our offices. ESS will adhere to the guidance our government provides. Even so, until a vaccine is found, we know that for everyone's safety, our staff working arrangements and programs will likely continue to operate a little differently than in the past.

If you or your neighbours need help, please call (416) 243-0127, send a message through our web site at www.esssupportservices.ca or e-mail us at agency@esssupportservices.ca.

Regards,



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