

March 20, 2020

Re: COVID-19 – ESS Update

Dear Clients and Caregivers,

I think it is important to keep you posted on ESS' ongoing activities and supports. Detailed information on COVID-19, and our activities to support you and the community, have been incorporated in our web site at www.esssupportservices.ca. Any comments or feedback on the site and other information you might wish us to include are most welcome. Someone asked us to include the locations of local food banks last week – great idea.

Though many of our staff are working remotely, our phones, web site and e-mails are operating as usual.

Our Assisted Living, In-Home Respite, 24/7 Caring Centre, Friendly Visiting and Telephone Reassurance programs are available should you need these services. In addition, we continue to offer essential Transportation services. However, in order to ensure we meet the 'social distancing' criteria essential to keep people safe, the number of individuals that we are able to take per ride is limited to one or two only.

Staff that have been freed as a result of the suspension of our community group programs, Seniors' Lunch Program, Adult Day Service, Falls Prevention and Exercise Programs, have now been diverted to other tasks. Clients and caregivers typically served in these programs will be receiving calls from these and other staff. By this means, we will be staying in touch, hearing any issues people are dealing with and, where possible and within our capacity to do so, help where we can. If you are facing an urgent challenge, please call 416 243-0127 and we will get back to you as soon as we are able.

We know that securing groceries and medications may be a challenge. To this end, we are looking at ways that we might assist through 'porch-drops' or pre-arranged grocery trips. In the next few days, an update will be sent on the progress we hope to have made on this front.

We have also reached out to our partners, such as Community Health Centres, to explore ways we can collaborate to serve seniors and adults with disabilities – especially those that are isolated and at high risk. Again, as this work proceeds, you will be updated.

To say that this is an unusual and challenging time is an understatement. Also, the situation is rapidly evolving. To make sure we are following the correct procedures, we are carefully following directions from federal and provincial health agencies and public health experts.

We hope you are well – and stay that way – and look forward to hearing from you.



Alison Coke, CEO ESS Support Services

cc: ESS Board of Directors



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