

March 13, 2020

Re: COVID-19 – ESS Program and Services Update

As you will be aware, the World Health Organization has declared COVID-19 virus as a pandemic.

The continuing message is that the risk to Canadians, who have not travelled to the affected areas or for those that have not had known close contact with a case, remains low.

Even so, in light of the heightened risk of exposure to the virus in group settings, ESS is suspending its Seniors' Lunch Programs, Falls Prevention and Exercise Programs and Adult Day Programs effective March 13, 2020. Non-essential transportation services, such as shopping trips or cultural outings, have also been put on hold.

The agency will remain open, and our phones and e-mails will be managed as usual.

At this time, the plan is to maintain these suspensions and modifications until 12:01 a.m. Monday, April 5, 2020. Depending on the situation at that time, they may be extended.

Recognizing that many of our clients and caregivers are vulnerable and isolated, over this period, staff will be engaged in a comprehensive and systematic outreach with impacted clients and caregivers.

The purpose of this outreach will be to check-in. If special issues or needs are identified, such as shortages of food, to the extent that ESS is able, we will collaborate with the clients and caregivers to determine how to address these needs.

ESS will be providing updates and information on our website (www.esssupportservices.ca) and will continue to reach out to you as the situation may change.

In the meantime, if you have any questions or concerns, please do not hesitate to contact me.



Alison Coke, CEO ESS Support Services

cc. ESS Board of Directors