

April 3, 2020

Dear Community Leaders, Clients, Caregivers and Volunteers:

At the request of my Board of Directors, I am sending ESS Support Services' best wishes and sincere hope that you and your families remain well.

Though ESS has been providing support and services to help seniors and adults with disabilities for over 36 years, continuing to provide these supports in a pandemic situation is as new for us as it has been for all our partners engaged in health care and community support services delivery.

Our approach has involved strict observance of the public health guidelines essential in service delivery during the new-normal situation brought about by COVID-19. Careful compliance with these rules has been essential to protect our clients, caregivers, volunteers, staff and the community at large. Everyone associated with the agency has adapted, even the Board now meets virtually.

Many members of the staff team at ESS are working differently. While ESS has suspended its group programs, including the Adult Day Services we operate in several sites across Etobicoke, Health and Wellness and Seniors' Lunch programs, the staff formerly engaged in these group programs are undertaking systematic telephone wellness check-ins and reassurance calls. These calls have allowed us to remain connected with our clients and caregivers. As we hear about the issues they may be facing, to the extent ESS is able, we will help address these challenges ourselves or in partnership with other agencies.

The rest of our programs involving client delivery of community and social support services through In-Home Respite, the operation of a 24/7 Caring Centre for short-term respite and Assisted Living supports in three seniors' apartment buildings remain active.

Staff have been provided the training and personal protective equipment to continue to provide these essential services to the people who rely on them.

While the need for social distancing has resulted in a modification of our Transportation Services, we continue to provide one-on-one rides for food access and medically-necessary appointments.

ESS is also putting in place a plan to use our drivers, vehicles and PSWs to pick-up and deliver groceries for those who may not be able to do this without help.

Though we have been around for a long time, the Board has ensured that ESS has adapted to the new reality that those in need of community services and support face today.

Our mission and values have not changed nor our commitment to continue to support seniors and adults with disabilities to remain well and live independently in the community.

Please tell us how we can help. You can send us a message:

- by phone at 416-243-0127 on weekdays from 8:30 a.m. to 4:30 p.m. and we will get back to you as soon as possible;
- through the “Contact us” link on our website - www.esssupportservices.ca; or,
- by sending us an e-mail at agency@esssupportservices.ca.

Warm regards,



Alison Coke, CEO
ESS Support Services

cc: ESS Board of Directors



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