

Tonight, stay peaceful and calm;
be quick to forgive, slow to anger, patient, and kind.

This is a tough time for all, especially those in residential services as they try to staff our homes and limit social interactions and contamination from the outside. We are all scared at some level. It's normal, regardless of age or gender.

Each one of us is giving close examination to our priorities in life. Sometimes our thoughts conflict with our love for our friends and families and our job responsibilities. Within ourselves we will find the answer that is right for us. The help has been given to us in all that we do.

*Trust, and you will make the right decision when the time comes. I believe in each of you!
Sandra*

Efforts to be PROACTIVE:

We are making every effort to coordinate and maintain services to limit cross contamination within our organization and from the community.

- Effective 3/22 we are not going to send our people supported in IDD to outside day services. **We need assistance in filling residential shifts due to the number of our staff who are parents without supports.**
- Those employees cleared to work from home (WFH) will do so, however, we have not finalized this plan. People should report to the office as usual on 3/23.
- Our child care remains open as of 3/23, this may change on a dime. We are stepping up efforts to segregate into smaller groups.
- **PLEASE CHECK OUR SOCIAL MEDIA SITES ROUTINELY FOR AN UPDATE REGARDING THE CHILD CARE.**
- Youth Services will end their *extended* residential services as of Sunday 3/22. They were able to relocate youth living at SSRC, at least for now. Phone numbers will be posted on social media sites and the door at SSRC for youth needing assistance. A back up plan is being formed in the event we need to reopen extended hours. **Butler House and TLP remain open!**

What to expect from Fraser Ltd.,

- We will continue to follow best practice per the guidance of the experts.
- We will respect the direction of authorities should any type of lock down within our city be mandated.
- Refer to previous emails for reminders on **handwashing, social distancing and cleaning surface areas**. These are the current best known actions to *prevent spreading* the virus.
- Monitor your personal and your families personal health...look for high temp and a cough. **STAY HOME IF YOU ARE ILL**. Inform your supervisor immediately if you are ill. Staff at 2902 also inform the front desk (Teresa) if you are out.

How you can help:

- Follow the guidelines as given. These are protective, *proactive* measures.
- Volunteer to learn a new skill in another department.
- Respect the fact each person will need to make their own decisions based on their personal situations. No judgements should be made regarding decisions.

- **Understand we serve vulnerable populations of people and we NEED some hero's to step forward when it makes sense for them to do so. Leadership will come from within Fraser and will not necessarily come from those currently designated as such.**
- **For the tenured Fraser staff, you will understand this ..."it's the Fraser Way".** -

Residential sites:

Effective Sunday 3/22 we are running all IDD homes in accordance with required ratios and individual programs. The schedules have been changed to reflect blocks of time within a four day period. Contact Sheila or Deb for further information. We assess things as we get through each day.

Day Supports:

Employees from other providers have indicated interest in supporting residential sites. We are asking them to respect the social distancing and isolations guidelines we are formulating through our block scheduling.

Youth Services:

- **TLP** – business as usual for now.
- **PSH** – business as usual for now.
- **SSRC – remains open.** Expanded overnight hours will discontinue Sunday 3/22.

Children's services: stay tuned. This is a tough one, but we will need to decide sooner rather than later. We cannot put these kids at risk. Eventually we will have to call it. Best to let families know now, we will make the decision in the next couple days.

Valley Hope: Telehealth will go into effect 3/23. They are doing some nice social media things to keep people going!

Human Resources: Please keep them posted on your personal situation.

PLEASE do you part in controlling your frustrations and impatience with your coworkers. Then we don't have to monitor you!

IT Services: They are working fast and furious to accommodate WFH needs. **Patience please.**

Food services: Both locations are in GREAT working order and seeing that people have **FOOD on a regular basis!**

Property: Working as fast as they can, **patience appreciated.** RDA, our contracted service has offered assistance when needed.

Medical Services: Working HARD! A temporary area to serve people supported who may be at risk and need to isolate has been set up by Property and public relations in the large training room at 2902.

Support Services: These folks are stepping in when and wherever required!

2902 Administrative services: Will open Monday as usual. The plan is to eventually run with a skeletal staff unless we are mandated to all stay home. Stay tuned. •