



Personal Choice Independent Living/
Choix personnel vie autonome

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To: All PCIL Clients

Date: March 18, 2019

From: PCIL management and Board of Directors

Subject: **COVID-19 Response Update**

PCIL is committed to ensuring the safety and well-being of the people we serve and our staff. We continue to monitor the evolving situation, as well as the advice and recommendations from a variety of international, national, provincial and local experts. We have consulted with Ottawa Public Health about our COVID-19 response and they confirm we are doing the right things.

The shared goal of all PCIL employees is to work together to ensure our ability to safely provide services to clients, and to ensure that we protect the health safety of all PCIL team members at the same time. With this shared focus in mind, PCIL continues to implement a number of enhanced measures.

We have already implemented the following measures, and these measures continue:

- ✓ all PCIL staff and clients are actively screened for symptoms and risk factors associated with COVID-19 to determine if precautions are required.
 - Staff who may be returning from international travel will not be able to physically come to their workplace for at least 2 weeks (longer if symptoms develop).
- ✓ All clients have been and will continue to be contacted by phone to determine how they are feeling and what plan each might have as a back-up.
- ✓ All PCIL office sites have implemented enhanced environmental cleaning procedures to maintain a safe, infection-free workspace.

Out of an abundance of caution, and based on guidelines by the Public Health Agency of Canada, **the following is implemented effective immediately:**

- There shall be no staff meetings or gatherings of more than 10 people.
- Clients should not enter any PCIL office location. PCIL team members are happy to speak with clients over the phone to respond to requests, concerns and questions.

These are difficult times for everyone, particularly people who work in health care. Please know that PCIL staff will not put you at risk. Our employees know that they need to remain at home if they feel unwell, regardless of the reason.

We are grateful to all PCIL staff for all they are doing to help. Our staff continue to take care of their personal health, and practice appropriate hand hygiene so they can show up to help clients. Thank you.