



March 20, 2020

## **COVID-19 – Family Update**

Dear Families,

We hope that everyone is staying safe and coping as well as possible during this global challenge. *posAbilities'* sole focus is doing everything we can to respond to the COVID-19 pandemic in ways that keep the persons we serve, their families, our team members, and communities, safe and connected. With the recent updates from the Government of Canada and the Provincial Medical Health Officer, we have moved into the next stage of our plan.

We are adapting the way that we deliver some of our services. Team members are contacting persons served, families, caregivers and other community members by telephone, email or other technologies, to discuss alternatives to in person support.

We are limiting the number of people coming together and putting protocols in place to support social distancing. In situations where people continue to require direct services, we are asking the following questions:

- Are you or is anyone in your household sick?
- Are you or is anyone in your household self-isolating?
- Have you or is anyone in your household recently travelled outside of Canada and self-isolating?

Plans are also in place to ensure ongoing support to individuals that receive essentials services. Our resources and team members have been re-allocated to provide service and support in our residential homes. Please be assured that all of our residential homes are being kept extremely clean and stocked with food and activities to help everyone stay emotionally and physically healthy.

We would like to take a moment to appreciate the many families from both our day programs and residential homes who have decided to keep family members at home during this time. This greatly reduces staff support and helps to contain the spread of COVID-19.

Our senior leadership team is reviewing and approving in person supports on a case by case basis. Please be assured that the health and safety of the persons we serve is our top priority. We are reviewing each of our services on a daily basis and making adjustments as needed in response to health authorities and in consultation with our funders.

*posAbilities* will stay connected with all families as we move through this crisis. We will continue issuing weekly updates to keep you and your loved ones informed. Family updates will also be posted to our social media channels and our blog at [www.posAbilities.ca](http://www.posAbilities.ca) – please note that these updates can be translated as well.

If there is anything you need from us or additional ways we can support you, please don't hesitate to reach out to us by email: [info@posAbilities.ca](mailto:info@posAbilities.ca) or phone: 604-299-4001 and press zero to leave a message. As difficult as this may be, we will navigate this situation together. We wish good health for you, your families, and your communities.

Sincerely,  
Fernando Coelho, CEO  
*posAbilities*