



To: General Public
From: Emergency Response Management Team
Date: Wednesday, March 18, 2020

How we are responding to: COVID-19 Pandemic

As our nation responds to the COVID-19 pandemic, we want to assure you that our Agency is taking the necessary steps and precautions to ensure the well-being and safety of our vulnerable individuals, subcontractors and employees.

What is The Agency is doing?

The following precautionary measures have been put in place to protect our individuals, subcontractors, employees and community:

- Activated the Agency Pandemic Plan & Emergency Management Response Team
- Activated an Incident Response Team
- Emergency Management Response Team meets daily
- Eliminated visitors or guests to visit office and group homes
- Closed office doors in Calgary & Edmonton
- Temporarily shut down our Day Programs in Calgary and Cochrane
- Notified employees, subcontractors, and individuals of COVID-19 signs/symptoms
- Employees, subcontractors, and individuals have been reminded of proper hygiene protocol on how to prevent the spread of disease
- Safety protocols have been implemented for Personal Protective Equipment, including training
- Implemented social distancing protocols
- Implemented 9-1-1 scripts for group homes
- Implemented protocols for employees returning from or going on vacation and or a leave of absence, screening for COVID-19 exposure to activate self-isolation protocols
- Activated Alternative Working Arrangements for office and other employees (where possible)
- Implemented a check in system for office and front line employees
- Moved to electronic timesheet submissions
- Moved to electronic submissions for all HR related documents/forms

- Community outreach workers have moved to supporting individuals in their homes to reduce exposure
- Temporarily suspended classroom training for employees and replace with online training where available
- Moved to online interviewing (i.e. Go to Meetings / Zoom)
- Moved to direct deposit for all Subcontractors
- Implemented a check in system for all sub contractors
- Provided ongoing communications with all parties via email and through websites

The Agency is continuing to monitor this situation closely, updating all safety practices and protocols to align with the recommendations and/or directives from Alberta Health Services, World Health Organization and the Alberta & Federal Governments. The Agency will also remain diligent in providing ongoing updates to all stakeholders as things continue to evolve.

Thank you.