



COVID-19 Update on Modification to Community Service Programs and Services

Last updated: March 19th, 2020

- COVID-19 situation has raised concerns about community-based programs that bring groups of clients together. We encourage you to use the principles from the Public Health Agency of Canada as you evaluate your programs: Community-based measures to mitigate the spread of coronavirus disease (COVID-19) in Canada <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/public-health-measures-mitigate-covid-19.html>.
- The Toronto Central LHIN recognizes that program modifications may be necessary to ensure the health and safety of community service clients and staff. We are also cognizant of the impact of these service reductions on those who are vulnerable and isolated.
- This document is meant to be a centralized repository for modifications to community programs and services
- **Please note, as we are in a rapidly evolving and changing environment, we will continue to update this document as we are notified of changes to community programs and services.**

Organization Name	Program and Service modifications in response to COVID-19
Alternatives, East York Mental Health Counselling Services Agency	<ul style="list-style-type: none"> • As of March 16th all client group programming suspended for 4 weeks; all group members have been notified and will continue to be updated as new information arises • Case Managers are contacting their clients prior to appointment, in order to do a screening questionnaire. If any clients have travelled outside Canada and/or are not feeling well, they are asked not to attend the office but are offered a telephone session instead of a face to face appointment
BALANCE	<ul style="list-style-type: none"> • Yoga class and Strength and Stability class has been suspended • Moved Anxiety and Stress Management course and Sharing Space Support groups to teleconference • Established a new group to take place 2x/week for clients to join via Zoom – will be an opportunity to talk about ways to get through isolation, specifically designed for blind people • Individual service and assistive technology teaching have all moved to Zoom. • Orientation and mobility instructors have been re-deployed and are being trained to be phone counsellors • Setting up phone check in system to provide support, led by Social Worker, will be referring to resources and identifying their most vulnerable • OT is providing assessments over the phone or via video conferencing
Baycrest	Adult Day Program closures as of March 16 th : <ul style="list-style-type: none"> • Baycrest Community Day Centre for Seniors • Freeman Family Day Centre



	<ul style="list-style-type: none">• Samuel Lunenfeld Mountainview Club
Davenport Perth Community Health Centre	<ul style="list-style-type: none">• All group programming has closed as of March 16th, 2020, including a group fitness program held at a local retirement home• Congregate dining program will be changed to take-away meal on Mondays and Wednesdays• Developed a list of vulnerable clients who they will be checking in on regularly, will offer food and other essentials to people in this category• Will continue to distribute harm reduction supplies
East York Meals on Wheels	<ul style="list-style-type: none">• Congregate dining program suspended for 2 weeks, effective March 16th• Meals on Wheels to continue to operate as usual, will be reviewing to determine whether deliveries need to be limited to those with no other support
Eastwood Neighbourhood Community Centre	<ul style="list-style-type: none">• Social programming that brings seniors into the same space has been cancelled this includes programming in Toronto Community Housing buildings• Adult Day Program closed as of March 16th• Seniors requiring food from the food bank will have it delivered• Increasing phone check-ins significantly, including contacting family members to keep them updated about needs.• Offering shopping and delivery for seniors requesting it as we have resources available
Eden Community Homes	<ul style="list-style-type: none">• Art Program closed as of Sunday March 15th• Following recommended precautions in two houses
Gerstein Crisis Centre	<ul style="list-style-type: none">• Goal is to maintain 24/7 crisis access to our community.• Temporary changes to in-person services have been implemented as follows:<ul style="list-style-type: none">• We will continue 24/7 mental health, concurrent and substance use crisis support through our crisis phone line 416-929-5200.• We will no longer accept intakes at our 100 Charles Street East or our 1045 Bloor St. West• Our Mobile Crisis Intervention and Follow-up and Substance Use Crisis teams will provide telephone support only and will no longer provide face-to-face visits in the community• FRESH activities are suspended• Follow-up and Wellness Check phone calls will be increased• A plan for telephone Isolation Support Groups is underway
Habitat Services	<ul style="list-style-type: none">• Implementing prevention measures as recommended by the Ministry and Toronto Public Health
Houselink Community Homes	<ul style="list-style-type: none">• Drop-ins are closed and group activities are suspended to minimize social contacts.• The community kitchens will not open for congregate dining, but meals will be provided to participants in take away containers. \$2 fee is being waived for now.• Security is a potential concern, we are also purchasing some grocery store vouchers so we can ensure our tenants are not without food, especially if they are self isolating.



	<ul style="list-style-type: none"> • Support and maintenance workers will continue to serve tenants but will ask some screening questions before home visits to ensure everyone remain healthy. • Instructions given to staff to follow all public health precautions. Support teams are discussing how to back each other up.
Les Centres d'Accueil Héritage (CAH)	<p>CAH is currently still providing :</p> <ul style="list-style-type: none"> • Assisted Living • Supportive Housing • Home Making (most vulnerable and isolated clients are our priority - service provided across the GTA – we are also offering shopping and deliveries of essentials) • Dining (no longer congregate but ,meals are delivered to individual clients) • Adult day Program (we are no longer accepting clients that live in Long term Care Facilities) (Our Toronto Program is working – our program in Oshawa is Not) • Security Checks • Case Management • Transportation (strictly medical appointments and one clients per trip) • Care Giver Support <ul style="list-style-type: none"> • Using phones and virtual connections to clients whenever possible to minimise risks • All social non essential activities have been suspended (physical exercises; outings; parties; group meetings and drop in activities).
LOFT	<ul style="list-style-type: none"> • 416 community services for women drop in will be closed as of Monday March 16th, food and primary care, case management and primary care/med support will continue • Staff will remain available 7/days a week, but no drop in service
NABORS	<ul style="list-style-type: none"> • Currently no changes to the programs / support at NABOR
PACE	<ul style="list-style-type: none"> • Effective March 17, PACE has suspended its ABI day programming until at least April 3. Given that we serve clients with mild ABI at this program, and based on the team’s assessment of individual client circumstances, we do not feel that this will leave clients in a vulnerable position. • Effective March 16, PACE has suspended <i>in-person</i> provision of ABI Community Coaching support (which is an outreach function connected to the ABI Supportive Housing program) until at least April 3, 2020. Coaching support will be provided over the phone and via teleconferencing for clients who would like continue receiving support in this manner
Planned Parenthood Toronto	<ul style="list-style-type: none"> • Mental Health and Employment groups suspended until April 5th (reassessment to occur on March 30th) • Timeout Program, which is a program for young parents in partnership with Four Villages is suspended until further notice • Health promotion work in schools and community centres has been suspended due to closures in both



Schlifer Clinic	<ul style="list-style-type: none"> • Counselling groups have been postponed • All in person meetings have been scheduled as phone based appointments
Sherbourne Health	<p>Cancelled or postponed the following events:</p> <ul style="list-style-type: none"> • St. James Town Spring Gathering (postponed tba) • All groups (support, community groups and therapeutic). • Where possible these groups have been replaced by phone appointments and check-ins; reduced in-person gatherings for 5 or less people (mostly for seniors in our diabetes groups); Case management for youth and older adults continue by phone if possible. • Front door screening began Tuesday March 17th on-site for all clients, visitors and staff. Screened clients are provided a sticker that indicates their status. <ul style="list-style-type: none"> ○ Those with symptoms aligned with COVID indicators are triaged IPAC assessment room for further screening. They are either cleared or sent to an assessment centre (St. Mike’s Hospital). • Clinical services continue but under reduced clinical hours 9-5 for pre-booked appointments or drop-ins • The mobile health bus program is suspended until further notice. The staffing on the bus has been redeployed to work on-site at Sherbourne to provide clinical services or screening. • The Acute Respite Care (Infirmity) Program continues to serve 24/7. • Health promotion and outreach activities have been suspended for now.
South Riverdale Community Health Centre	<ul style="list-style-type: none"> • Congregate dining program -2 Gower location, suspended as of March 16th • Staff have spent the last few weeks identifying vulnerable clients and will be offering remote support including virtual visits, one to one visits and a variety of strategies to address food security • Transportation services are essential at this time particularly for medical care/ visits and these services are continuing. • Staff will be re deployed to support essential CHC services including screening, cleaning and outreach to vulnerable clients as per our pandemic plan • Essential services include: primary care, urgent care, urgent social services support, overdose prevention, harm reduction distribution, midwifery and peri-natal care, wound care and some elements of chronic disease care.
Spinal Cord Injury Ontario	<ul style="list-style-type: none"> • All group sessions for clients have been suspended until at least May 30 (Peer Connections and Coffee Drop-ins) • Not seeing clients face-to-face unless absolutely necessary and only after screening. • Using Zoom to connect with clients remotely and will be implementing a secure virtual solution for clients to connect – VIP4SCI, that was tested as part of a research study with UHN and the Centre for Family Medicine in Kitchener Waterloo. Using this solution, not only can clients connect with their SCIO service providers but there is also the capacity to have a consult with specialized primary care
SPRINT Senior Care	<p>Toronto Ride: Effective Monday, March 16th it is recommended that the following measures be implemented by all Toronto Ride partner agencies:</p>



	<ul style="list-style-type: none"> • Single rides be scheduled for all clients, with medical trips being given priority. • Clients be seated in the back seat (with the exception of those who require front seats); and • Drivers be encouraged to sanitize surfaces between each trip. <p>Note: This does not currently apply for trips to Adult Day Programs.</p> <p><u>As of March 18th:</u></p> <p><u>Non-essential services temporarily suspended:</u></p> <ul style="list-style-type: none"> • Community Wellness (group programs e.g. gentle fitness, dining programs, farmer’s markets) <p><u>Service reduction and/or alteration:</u></p> <ul style="list-style-type: none"> • Transportation & Toronto Ride – only doing medical and ADP • Adult Day Program (ADP) – high needs clients only (small groups) • House Calls – critical visits only and virtual visits when appropriate • Social work / Care navigation / caregiver support - critical visits only and virtual visits when appropriate <p><u>Planning for service reduction:</u></p> <ul style="list-style-type: none"> • In-home services (Homemaking) and low acuity PSW support <p><u>Essential services (will never stop):</u></p> <p><u>NOTE: All these programs have implemented Active Screeners:</u></p> <ul style="list-style-type: none"> • Ewart Angus (24 hr dementia care residence) • Pine Villa (short-term care transitional centre) • Meals on Wheels (7 days a week – hot & frozen) • PSW support to high acuity clients (in community and Supportive Housing) <p><u>NEW program:</u></p> <p>“COVID-19 Community Response Team”. This team will be tackling the following:</p> <ul style="list-style-type: none"> • Food essentials deliveries • Household essentials deliveries • Food bank • Virtual Security checks
St. Michaels Home	<ul style="list-style-type: none"> • Moved to no visitors in all residential buildings



	<ul style="list-style-type: none"> • Pre- and Post-Treatment case management services are primarily phone based starting Monday March 23rd, until arrangements can be made for an out-patient site for staff to meet with clients • Pre-treatment Engagement group is cancelled and is being replaced by telephone supports by the pre-treatment staff. • Psychotherapy program, continues to run for clients in residential settings. For non-residential clients we are moving to telephone-based starting the week of March 16th. • Groups and activities that bring non-residents into residential buildings are being paused but looking to relocate some (i.e. Nicotine Replacement Therapy) to our one non-residential out-patient program. • Cancelled all trips/outings involving program participants. • Congregate dining in our housing and treatment programs for residents is of course continuing and will do so. The meal program in our drop-in continues for now. <p>For Residential Treatment</p> <ul style="list-style-type: none"> • Pausing admissions the week of March 16th (after individuals scheduled are admitted).
St. Stephens Community House	<ul style="list-style-type: none"> • As of March 17th face-face group Adult Day Programs have been suspended. St. Stephens staff remain in contact with ADP clients and our CIA clients and their Caregivers by telephone.
Storefront Humber	<ul style="list-style-type: none"> • Seniors congregate dining closed as of March 16th; attending clients have been assessed and most vulnerable contacted daily and alternative food drop-off arranged. • Locally coordinating food drop off and or pick-up of food baskets for existing seniors clients in conjunction with local Community Health Centres • Fitness/yoga and all other general social programming suspended as of March 16th • Foot care clinic (bi-weekly) suspended as of March 16th • Adult Day Program suspended as of March 16th; alternate arrangements are being made with specific clients and caregivers to provide respite and/or individual support • Programs that are suspended will remain as such until April 5th unless otherwise advised by Public Health
The Jean Tweed Centre	<ul style="list-style-type: none"> • Group meetings for the coming weeks are cancelled and individual support is being provided by phone whenever possible • Child development centre is closed until April 5 as per City of Toronto Licensed Childcare directions • Residential treatment cycle is continuing at this point • Office remains open, and though we are encouraging case management and counselling support by phone, our 24-7 facility remains open. • Given that direction is changing moment by moment we would encourage people to call us to check on what is and is not available.
The Neighbourhood Group	<ul style="list-style-type: none"> • Both Adult Day Program suspended as of March 16th • Client Intervention and Assistance Program: Telephone contact and in-person by exception i.e. essential needs



	<ul style="list-style-type: none"> • Assisted Living/supportive housing: No changes however ready to provide essential care only as per PSW capacity • Community PSWs (Home and Community Care): No changes however implementing essential care as per PSW capacity • Meals On Wheels: we are considering this an essential service and are providing full programming • Friendly Visiting: Telephone contact only • Transportation (RIDE): Essential rides only • Home At Last Program : Continuing as able as per PSW capacity, however case management is by phone only • Congregate and Community Dining: closed
<p>Toronto Community Housing: Seniors Housing Unit</p>	<p>As part of their organizational response to COVID-19, The Seniors Housing Unit at TCHC is supporting their 83 seniors-designated buildings through:</p> <ul style="list-style-type: none"> • Initiating telephone check-ins with each of their tenants in order to identify needs and offer support • Appropriate signage in every building • Increased disinfection of high traffic and common areas three times a day including weekends • Cancellation of in-person social and recreational programs • Connecting with community agencies serving seniors to request supports across their Senior Housing Unit buildings, for tenants in self-isolation who may require access to food and medication <p>If you are modifying your services with their 83 Seniors Housing Unit buildings or would like to offer additional services, please reach out to Elizabeth.Juraschka@torontohousing.ca.</p>
<p>Transition House</p>	<ul style="list-style-type: none"> • Implemented pandemic plan which involves several measures around agency cleaning, hand sanitizing and sanitizing of hard surfaces and doorknobs. • Limiting intakes and admissions for the next week or so. • Will not be discharging clients who are scheduled to move out, unless their next step (treatment, long term housing) has agreed to take them. • Will be maintaining our capacity at status quo, and will continue to evaluate the situation daily.
<p>Unison Health and Community Services</p>	<ul style="list-style-type: none"> • All group programming has been suspended until further notice • Implemented screening at the door for anyone visiting the Centre. • Currently assessing staff to be assigned to 'screen' (and 'clean') teams at all sites. • Essential primary care services will be provided with appointments by telephone where possible. • All programs/services including health promotion have lists of clients identified as vulnerable. There will be telephone outreach to vulnerable clients. • All sites remain open and regular hours are being maintained at: Lawrence Heights, Keele-Rogers, Jane Trethewey, Bathurst-Finch and Oakwood-Vaughan. The following are now suspended: <ul style="list-style-type: none"> • Pathways to Education site (located at the Lawrence Allen Centre mall)



	<ul style="list-style-type: none">• EdgeOV (drop in health care and counselling services for youth) at our Oakwood-Vaughan site (but primary health care services at this site remain open).• Primary care services will focus on vulnerable clients as per Unison's Pandemic Plan. Nonessential primary care services may be provided over the phone. Other programs/services will be conducted using phone appointments instead of in-person appointments. There will be telephone outreach for those vulnerable clients from all programs and services who do not have appointments booked.
Vision Loss Rehabilitation Ontario Plan	<ul style="list-style-type: none">• Prioritizing client one-to-one sessions using our triage system to determine urgency and priority, and delaying service delivery to clients with additional health concerns and who are therefore most at risk if exposed• Temporarily suspending in-person client interaction in all long-term care and supportive living environments• Temporarily suspending client training sessions in crowded areas, such as within public transit• Implementing an advanced client screening process to ensure that staff are safe to enter a client's home to deliver services• Increased access to personal health and safety supplies for all staff, including items such as hand sanitizer and disinfecting wipes• Reiterating the importance of basic preventative care, including handwashing procedures, encouraging staff to stay home when sick and general hygiene recommendations• Implementing a new travel policy where employees are required to complete a travel declaration form when travelling anywhere outside their province; upon their return, staff who have visited affected areas are required to observe a 15-day self-quarantine before returning to their office or visiting clients
West Neighbourhood House	<ul style="list-style-type: none">• Closure of some City services and spaces has driven more vulnerable people to access services• Creating social distances in spaces