

REALMS 4TH UPDATE FOR STAKEHOLDERS, FAMILIES AND FRIENDS

MAY 22, 2020
COVID-19 ESSENTIAL SERVICES

DURING THIS PHASE WHAT WE HAVE BEEN DOING

☎ phone calls and
activities

Face to face visits for
errands, medications,
groceries and socializing
with distance. Working on
emergency/contingency
plans. Resources and
information about Covid-
19.

No access to the building
except for the triage team.

SUMMARY OF SERVICE SO FAR

During this first phase, we have been operating in the 'essential' mode paying close attention to the needs of individuals with the focus to ensure safety, food security, supports with medical issues and medication and offering personal connections in the ways that we could. Of course, we had a priority scale that was enacted. We have with our limited support staff created teams for service delivery that ensured the transmission needs were being met. Limited persons interacting.

The team continues to assemble during the beginning of the week for preparations; this included food, resource materials, kits for personal use by individuals as well as activities. All resources including activities have been planned a week in advance so that we could not only disinfect and assemble the items but could be in contact with individuals to know how many people wanted to be involved.

Social distancing has been a priority in our deliveries and with any face to face visits. Contactless interactions have been supported with diligence.

We have been running check ins and simple surveys with individuals, home shares, staff and stakeholders along the way to get the temperature of how things are going at the moment, as well to hear what people are looking for in the time of moving forward.

The staff team has been reviewing daily the information that is being made available about Covid-19, raising awareness, sharing information to help individuals understand the best practices in this ever-changing time.

NEXT STEPS

To build on the essential that we currently provide, adding booked visits and appointments

SERVICES TO BE ADDED SOON

We will be working to create schedules for individuals. We are looking at the regulations at this time and will be contacting everyone soon.