

Important information about current preparations

Working and collaborating.
We are working a creating our approach to Phase 2. We will be working with CLBC to review and align the service for individuals in the safest approaches

PUBLIC HEALTH GUIDELINES
As we know from the Public Health Office we are still moving carefully in the Province to gradual re-introductions to activites that we miss and enjoy. We have been reviewing these measures and looking at how we will follow them while offering more opportunities.

WORKSAFE BC EXPECTATIONS
WE HAVE BEEN LOOKING AT THESE AND IMPLEMENTINTING THE CHANGES TO CREATE SAFETY IN ALL OUR SERVICE PRACTICE.

How are we moving forward?

- REVIEWING, PLANNING AND COMMUNICATING THEN PRIORTIZING.
- LOOKING AT THE PRE-COVID ESSENTIALS AND THE ESSENTIALS THAT WE HAVE BEEN OFFERING DURING THE 1ST STAGE.
- REVIEWING THE INDIVIDUAL SERVICE PLANS, HAVING CHECK INS AND CONVERSATIONS FOR CONSIDERING WHILE PLANNING.
- PRIORTIZING THE IMPORTANCE OF PEOPLES SERVICE WITH CONSIDERATIONS TO THEIR HEALTH, AGE , MENTAL HEALTH AND THE GUIDELINES OF THE PHO
- WE WILL BE REACHING OUT TO INDIVIDUALS TO SCHEDULE APPOINTMENTS TO DISCUSS THE SCHEDULES AND GO FORWARD FOR EACH PERSON. THIS WILL HELP EXPLAIN MORE GO FORWARD INFORMATION AND WHY IT WAS DESIGNED FOR INDIVIDUALS

Realm

Preparing for Phase 2- Covid-19 Moving forward with Intention

“Phase #2 means gradual re-introduction of supports and services while continuing to slow the spread of the Virus”

Gradual re introduction means that we are looking to balance the risks for everyone while offering more of what people need, want and hope their services to move to. We are considering this balance for everyone- the people we support, the people that we employ and the people that we share our community with. We all want to have more, experience more but we need to apply safety and adapt to these new measures.

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Things that will be part of the service going forward:
Hand Hygiene-washing and sanitizing hands.
Maintaining social distance-wearing masks when this can't be achieved

Transportation will be very limited-planning and organizing when necessary will be essential
If there is a 2nd wave-return to essential services like phase #1



Considerations while we move forward

We know that people we support need to have increased opportunities to get involved in activities and experiences that will encourage more in their daily activity, open up more in their social world and help with the many mixed emotions that we have all faced during this time.

Although we all are ready for more, there are many things that need to be weighed in the creation of new schedules with this new normal in mind.

Concepts that are part of our increased considerations are:
:Contact intensity this addresses the amount of space and distance between persons working together as well as the amount of time that is spent together in the shared experience.

Transmission keeping circles tight and bubbles small

Moving into Phase #2 means reviewing schedules, occupancy levels for buildings, protocols for safety in home, buildings and community as well as how to staff and the patterns to be created for safe service delivery .

Both for the people giving service and those getting service. We are looking at this in case by case and person to person levels with the considerations for safety for everyone at the core.

As we are working to create these plans, we will be looking at the service directives that we have acquired by referrals, service plans and service check ins. Through this we are considering the whole picture including the critical, the vital, necessary and desired items for each person, the staff, CLBC and the agency. This means we have been reviewing the previous service levels for individuals and how we can look to create opportunities of similarity while balancing the new protocols. We are planning to speak with and collaborate where we can. We are looking to book appointments to discuss what we are able to offer and how we are going to go forward together. The idea is to create and share what is available and discuss this and collaborate together to roll it out.

It is really important to realize that the services for each person will be different based on individual circumstances. **Some things will be available will be the same but varied, it may at times**

Our goal at this time is to increase service and maximize service where we can, while maintaining safety. We want to share plans, create awareness, and encourage involvement in these steps.

Creation and Collaboration.

It may seem unfair as it may mean that some of the opportunities will be different for each person. During this it also means that we will be meeting the need of the staff and how they are working, where they are working and how. This includes their needs to have safety and awareness of their health needs also.

Assignments of staff and individuals will be made on matches and bubbles or pods will be created. This will ensure that there are limited staff and individual contact. In terms of service, it is important to note that we will make sure that everyone has the chance to be in contact before they start the new schedules. We will discuss at that time the approach to service delivery and what will happen if the staff has time off. We will introduce the others that can support in essential ways so that there is some level of support. Substitutions at this time will not replace the missing service as transmission and safety does not allow for this.



Questions about Realm Service

Q: What has Realm been doing during Stage 1?

A: We have remained open as essential service. We have been providing: shopping, meals, care packages, virtual activities, drop off activities and social distanced visits. We also have been staying on top of the information that is being put out by Health officials and sharing with the Realm Community in plain language, written material and video. We have continued to reach out through phone and virtual means.

Q: Will there be group services and access to the program at the building?

Groups that were congregated together to build experiences and hours will not be continuing. **De-Congregation** are part of the considerations that we are presently looking at. Some of the hours that people were experiencing with Realm had been provided through the creation of groups, as this will not be available at this time, we are looking at the contracts referrals, the nature of the requested service, what the persons interests are, what the need of each situation is and balancing this with the health, work bc suggestions as well as the staff availability and need to create new schedules and opportunities.

Q: IF I only had group experiences, will I still have services with Realm?

A: We are looking at the best ways forward in these situations. This may include virtual groups, social distanced visits some limited planned activities at Realm. We have been considering the ways in which we can offer opportunities for everyone, even if there was only a group referral. We will be in touch with everyone beginning the end of June to discuss options and what will be needed for attendance. **Services are and will need to be different.**



Specific things to consider regarding resuming service:

As we are working towards resuming service, we will be considering the things that we had in place previously as mentioned balanced with the information that we need to put in place for safety as well as the new things that we have learned from our time operating in phase#1

With this in mind, we will present our ideas of service in our meeting. We would want to also speak with you about items that are essential to the person and their supports as well.

We are not expecting that everyone will be ready to resume services and have considerations for their health, the families health etc. We are open to discuss these things and look to ways that we can work to offer something that is mutually acceptable.

As we have more contact with individual persons, we are aware of the fact that not everyone is able to socially distance and will struggle with this. We are looking at the ways to support this. We will be requiring the use of masks if in a contained space and where the social distancing of 6ft/3m cannot be maintained. We appreciate that not everyone can wear a mask for various reasons, but we will be offering this and having the support team using this precaution.

We will be looking to provide supports with as much social distancing as possible. Activities outdoors will continue and are preferred.

For things that need to be done indoors (use of computers, some activities supports in home), the activity will be planned and arranged with considerations to the need and the intensity of the activity. This means the length of time will be a definite consideration. Parallel supports will be looked at the same way, and where it is feasible will be done through prompting verbally and visually.

If a person we are supporting access more than one service provider- we will need to discuss the way in which we will support the person. If the majority of the support is provided by the other group, we may be looking at lessening the person to person contact and opting for more virtual activity. We may look at the opportunity of occasional person to person visits so that we are limiting the transmission.

We will be looking at the access to the community very closely. At this time we need to consider the need of the person as well as the need for the staff. This may determine the time of activity as well as the nature of the visit. As staff are working to limit the opportunity for transmission, they may need to schedule certain activities toward the end of their day, and may limit the community access with a person to occasional vs regularly.

Persons receiving service will be working in pods. Pods are being created with the variables of consideration in mind. Any possible congregate experiences will be offered within the pod and pod members. Activities that were once more open and of a sign up nature will not occur at this time.

In the venue of best practice, staff at Realm will be working in staggered ways; schedules of access to the building, staggered hours, and activities that are happening weekly, bi-weekly and occasionally.

We will be working to identify the abilities of individuals to use virtual means of communication- how to do it, who is in need of it and how often persons will be using it.

We will be having regular check ins with persons and those that are in support of persons so that we are staying up to date with changes as they evolve.

We will be assessing daily. If a person presents with signs of illness they must go or remain home. There is a zero tolerance for this. This is for the entire program-all service types.