

— REALMS PHASE 2 UPDATE FOR STAKEHOLDERS, FAMILIES AND FRIENDS

JULY 30/2020 
COVID-19 ESSENTIAL SERVICES

DURING THIS PHASE WHAT WE HAVE BEEN DOING

- 📞 phone calls, virtual and online activities, social distanced activities, and visits
- 📞 Begun social distanced events at the building.

Face to face visits have been increased to continue for errands, medications, groceries and socializing with distance, as well as more side by side work in one to one capacity while wearing masks and appropriate ppe.

Completed phase two planning and preparations. Limited & arranged access to the building except for the Pod/Cohort teams.

SUMMARY OF SERVICE SO FAR

In this second phase, we have been operating in the **more faces and large spaces** mode paying close attention to the needs of individuals with the focus to ensure that we increase connections while still adhering to safety, food security , supports with medical issues and medication. Planning for increased personal connections and one to one service has begun and appointments with pod/cohort leaders and teams have started. We have been working to increase and address service needs for all the individuals that we support, and have been doing this through peer surveys, personal profile meetings that are looking to discuss the **essentials for the person at this time, what is important to them currently as well as discussing what is important going forward. These discussions are taking place and include the support team as well as those that are in support of the individual. As well as parents, home share providers and peers of those we support, we have also been in touch with fellow organizations to let them know what our phase 2 plans are, how they are working in this time as well. We want to ensure that we are looking broadly at the health and safety measures that need to be considered for those we support.** We have works on a comprehensive Work Safe BC and CLBC plan, created to ensure the transmission needs, cleanliness protocols are being meet. Limited persons interacting with social distancing remain best practice.

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 that are delivered have been planned a week in advance so that we can not only disinfect and assemble the items but can be in contact with individuals to know how many people wanted to be involved.

Pod team/Cohorts are also now reaching out and setting appointments and experiences for individuals. These are again based on the one page profile discussions that we are having, the knowledge of service preferences and the considerations of the current health protocols.

Social distancing has been a priority in our deliveries and with any face to face visits. Contactless interactions have been supported with diligence. And as we move into more activity, social connections and greater supports in the one to one venue, these will continue to be practices used when the assigned one to one is not available for the closer contact work, thus ensuring there will be supports

When Social Distancing is not being able to be maintained, masks will be required.

We would encourage individuals to provide their own masks. We do have masks in supply so can provide if needed.

Transportation is limited to persons living independently for things that are vital or essential that cannot be supported in a different manner. We are not at this time resuming transportation during regular one to ones..

remaining in place. **If there becomes the need to move into more of a lock down in the event of a 2nd wave, the practices will remain.**

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. This has been most helpful and will continue as we move forward. The newest addition to this as mentioned above is the scheduled appointment times to discuss service and create a one-page profile. This information is invaluable to aiding in our continuation in service delivery and creating the new normal.

The staff team has been reviewing 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. We will continue to work to support individuals in understanding the situations and creations of new practices during this pandemic. We will be working to create and support continued knowledge and growth with technology for those that we support, as this is and will continue to be a part of the new normal.

Our operations team will be in a recall position during the month of August. They will be redeployed in their assignments; these may look different. Some employees may choose not to return at this time due to health considerations, but for those that are we will be working on back to work training and supporting in the redeployment of tasks.

As we all continue together to work through these new days, we as a staffing team continue to stay abreast of new information and are find ways to ensure that our training and knowledges is up to date. We want to continue to operate with the understanding that we are carrying out best practice in all our endeavors.

NEXT STEPS

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

Continue with booked appointments and scheduled times in the building with Pod/Co- hort s that you are assigned to-working to with as well as planned one to one visit and distanced get together.

Adding monthly events to bring people together carefully for some social connections.

Look for continued virtual activities and activities that are being planned and delivered to homes.

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.

We will be introducing the pod/Cohort team to individuals, as well as reviewing the one-page service profiles that we create with individuals to set goals and make go forward plans.

Working with individuals to look at learning about and accessing technology.

Working with individuals to learn about the safety precautions that they need to be aware of in the community and how to use the items that are being suggested.

More scheduled time to support individuals with PWD forms.

 ***WE JUST WANT TO THANK EVERYONE FOR THEIR PAITIENCE AND COMMITMENT NOT ONLY TO REALM BUT ALSO TO WORKING TOGETHER TO KEEP THE COMMUNITY SAFE. AS BONNIE HENRY REMINDS US; WASH HANDS FREQUENTLY, SOCAIL DISTANCE, WEAR A MASK WHEN YOU CAN NOT AND MOST OF ALL BE KIND***