

*Our Vision: A world that respects and embraces the dignity, inherent value and rights of all people.*

*Notre vision: Un monde qui respecte et accueille la dignité, la valeur inhérente et les droits de toutes les personnes.*

December 9, 2020

Dear Family and Friends,

I hope this letter finds you and your family in good health.

As you may know, the board of directors officially appointed me to the role of Executive Director on a permanent basis. It is my pleasure to continue to serve you and your family member during these challenging times. I look forward to a time in the future when we have the opportunity to meet and greet in person and get to know each other better.

As always, our number one priority is keeping everyone safe, both the people we support and our employees. We continue to work closely with Peel Public Health and the Local Health Integration Network (LIHN) and follow all the guidelines issued by the Ministry of Children, Community and Social Services (MCCSS) as well as best practices recommended by Ontario Public Health.

Here are some of the things we are doing to prevent the spread of the virus:

- All staff have been educated and have easy access to important protocols, guidelines, best practices, training videos and other COVID-19 related documents through an internal Resource Site
- Limiting access to homes to essential personnel and essential visitors
- Active screening measures are in place to monitor both staff and people supported throughout the day
- Staff are directed not to work, and remain home for 14 days if they have been in close contact with anyone testing positive for the virus
- Staff who have symptoms, however mild, are urged to get tested and can not return to work until we receive a negative test result, and they are symptom free for 48 hours
- Anyone living in the home who is symptomatic is immediately self-isolating and their doctor or telehealth is consulted for next steps, i.e., testing. In addition to this, extra precautions are taken in the home, including more frequent temperature checks and enhanced cleaning.
- Frequent scheduled daily cleaning at all locations as well as professional deep cleaning
- Abundance of PPE, hand sanitizer, sanitizing cleaners available at each home at all times
- Delivery of groceries, food, PPE and other supplies to homes by management, service coordinators and other staff to avoid unnecessary outings by direct support staff
- Direct support staff are now wearing face shields in addition to medical masks at all times during their shift and additional PPE (gloves, goggles and gown) when they are providing personal care
- Social distancing is encouraged ongoing in all homes
- People are supported to use technology, so they can engage with families and attend fun day support activities virtually

- People are supported to attend essential medical appointments when necessary and also supported with virtual calls with their healthcare professionals
- Clear protective barriers have been installed in all BCCL vehicles, a limit of only 1 passenger at a time, and cleaning before and after use, to ensure safe transportation

To learn more about Infection Prevention and Control (IPAC) resources, including guidance documents, webinars, training videos and best practices for all users, including families and caregivers, please visit the following website,

<https://www.publichealthontario.ca/en/education-and-events/online-learning/ipac-fundamentals>

While Peel continues to be in Lockdown, we are required to follow Peel Public Health as well as MCCSS Enhanced Precautions with regards to visits and outings. These enhanced precautions discourage all visits at this time and only allow for essential outings, i.e., medical appointments.

Unfortunately, it is difficult to forecast what category Peel will be in during the holiday season since the current lockdown category continues until at least December 21st. Please continue to reach out to the manager of the home if you were planning to have your family member visit over the holidays and they will contact you once we have a better picture of how things are looking for the holidays.

We want the holidays to be a joyous time for you and your family. I know there is still a lot of uncertainty and it is hard to plan for the holidays, but I am confident that our support teams will do their best to find creative ways to make the holidays a memorable time for you and your family member.

As always, we are grateful for your ongoing support and understanding while we navigate through these challenging times.

Happy Holidays,

*Anne-Marie Hawkins*

Anne-Marie Hawkins  
Executive Director  
Brampton Caledon Community Living

**BRAMPTON OFFICE** • 34 Church St. West • Brampton, ON • L6X 1H3 • Tel: 905-453-8841 • Fax: 905-453-8853 • TTY: 905-456-6911  
**CALEDON OFFICE** • 12 Parr Blvd., Unit #10 • Bolton, ON • L7E 4H1 • Tel: 905-857-9691 • Fax: 905-857-6392  
EMAIL: [info@bramptoncaledoncl.ca](mailto:info@bramptoncaledoncl.ca) • WEB: [www.bramptoncaledoncl.ca](http://www.bramptoncaledoncl.ca)

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