

# Pandemic Emergency Management – Challenge & Tested Solution

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## Challenge:

Managing Staffing Resources and Shortages

## Solution:

Family Compensation

## Steps to Implement:

1. Reach out to family members to see if they have capacity to care for their family member at the family's home.
2. Where they had capacity, Middlesex Community Living (MCL) paid the family \$200 per month to compensate for this temporary solution.
  - No restrictions were placed on how they spent money, and the agency did not ask for receipts.

## Results

1. How effective was this?
  - It is an effective solution where possible.
2. Was this efficient? Was it quick to implement?
  - Yes. MCL set-up an e-transfer and provided families the paid fee monthly
3. Would you recommend this to other agencies?
  - Yes. MCL received positive feedback from participating families

## Additional Considerations:

This arrangement was discussed with MCL's Ministry Program Supervisor before implementing.

## Lessons learned:

- Families appreciated being part of the solution. Their involvement was not about the money as much as it was about placing value on the lack of service and acknowledging families can play an important role.
- Some families refused the monthly payment and asked it be provided to other families with greater need.

## Further contact Person:

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