

Daily Briefing Note April 3, 2020

Attendees from PN; OASIS; CLO: Michelle Brooks; Ann Bilodeau; Brad Saunders; Bryan Keshen; Carolyn Morrison; Chris Beesley; David Ferguson; Dean Johnson; Eugene Versteeg; Helene Fournier; James Duncan; Janet Noel-Annable; Lorrie Heffernan; Geoff McMullen; Jo-Anne Demick; Don Walker; Jonathan Bradshaw; Peter Sproul; Steve Finlay; Ann-Marie Binetti; Christine Dubyk

Attendees from MCCSS: Rupert Gordon; Christine Kuepfer

Opening remarks: Michelle informed all that prior briefing notes were shared.

1) Updates from MCCSS and progress reports on take-aways:

- Rupert reviewed prior briefing notes and sees there is lots going on. Apologies for not attending sooner, however in the interim has connected with Michelle B. around some touch point discussions.
- SSAH letters are now underway with reassurances to families.

Personal Protective Equipment (PPE – Supply Chain)

- Group Homes and Co-Living settings and Homeless Shelters documents came out yesterday. Rupert noted the Ministry worked to get some sector input into the document and while there were some negative reactions, there were also positive ones across MCCSS service areas.
- PPE remains an issue but hearing some progress on this. More communication will be coming soon – want it to be as effective as possible. MCCSS is making sure attention is paid to this, however we need to have some innovation around this.

Staffing

- A reminder that the economic and fiscal update/action plan in response to COVID-19 included: a wide range of responses from both the federal and provincial governments
- Federal benefits – working to get clarity on the rapid evolution around this. Recent information is that new federal wage subsidy program will not be avail to 100% publicly funded entities. What this means to entities with a mix of revenue /funding is not known yet. Still a very fluid environment. Understand that the previously announced 10% wage subsidy program will continue and that may be of benefit to some smaller organizations – eligibility somewhat broader. Employers need to apply to the federal government for these programs.

- Essential Service – recommended to have the Guide to COVID 19 in Group Residential Settings handy if in discussion with Public Health. Whether around self-isolation of staff or testing priority, the guidance at the end of that document helps make expectations clear to PHUs. May also be something to ask employees to carry with them and for instances if/when Police are checking to allow for some clear evidence their travel and work is necessary.
- In terms of testing – backlog clearing quite significantly. More to come a couple weeks out including rapid testing technology.
- Remain clear on asks around staffing flexibilities around Health and LTC. Also, important that Eugene has been a voice at EOC and David R. as well there and at the collaboration table on behalf of the Ministry / ministry clients.
- Funding - following on flex memo; first agency payment of the fiscal year made yesterday (April 2). MCCSS is also moving forward with an off-cycle payment to take place in the next week or 2 as that first payment is, for some program areas / agencies, missing some of the fiscal funding that was intended to go. Also resuming work on communicating broader funding clarity and information and funding / allocation letters should be in hand soon – likely after the May payment and the message remains as “expect funding stability.”
- On the Residential Relief Fund – more details are imminent. On permitted uses, we are being flexible, and we see a pretty good overlap on what Angelica shared via OBRC – not perfect, but we will learn and shift as we go.
- Program model is not going to be retroactive reimbursement, -- that is responsive to concerns about cash flow.
- Also hope to use an upcoming memo to highlight further assistance around such things as: WSIB remissions, electricity, etc. Many help with costs as well as cash position.
- Cash Liquidity – it is not clear there is an actual remittance delay on personal income tax payments to the Fed Gov. Corporate taxes are however being delayed (not applicable to our sector).
- Looking at further opportunities around year end and in a conversation with Angelica this week, there may have been a misunderstanding around funding opportunities, so Rupert picked her brain on organizations’ challenges on cash accruals. Looking at what is possible.

KPMG

- Met with KPMG on an initial kick-off re: workforce planning – first call with DS contacts is happening after today’s PN call.
- Reminders and Thoughts: Communication around TAY – transitions for youth in care are on hold. This is because care continuity is important and focusing on care continuity and service stability vs expansion is the priority right now. Also want folks to be aware we are looking at requests related to Passport and SSAH about some tweaks to expense rules. Chris B. and CLO have sent some forward. Also received a couple from families and terrific to get this perspective and actively working on these ideas people have for us to consider.

Questions

- Eugene – PPE and supply chain – talked about innovations. Is this something that is being worked towards and is there any reporting requirements. The point Rupert was making is that having something through the provincial supply chain work when PPE starts to normalize will be great, however, in the interim we need to consider some more nimble ideas to do something that fills the gap – we are looking at that.

- Reporting Requirements around MCCSS – Rupert’s understanding is that there will be a split to the health and LTC and some associated services and the non-health universe. Health and LTC and some others do have mandatory requirements. Social service agencies generally do not – voluntary opportunity to identify needs.

2) Updates on take-aways from the Committee Members:

Workforce/Staffing – *All*

- Bryan – an individual in residence that was tested positive and now has a staff that picked it up. Not sure who else is connected to that Manager? There are a few out of work and many refusing to come to work. Expect this will continue and have a ripple effect. Doing the 12 hour shifts and hotelling for staff that are not comfortable to go home. Bryan has a good working relationship with a home and community care team that took Reena’s protocol and made it standard. This has allowed 36 hours for results in testing.
- Janet – made progress in a few communities for emergency childcare. In some communities, they are being told that DS is eligible and in other communities’ priority is to healthcare providers first. Waterloo has been very receptive. Success has been due to likening the workers to the LTC PSW’s.
- Ann B. – resource consultants are involved with daycare and already has a waiting list and DS is not priority. First confirmed case on Wednesday and is an employee. Public Health commented on the quality of standards that are in practice at Ann’s organization. Public Health was making decisions based on employee not at work for 14 days, however now 4 staff are to be tested. Similar experiences as Bryan, PH said they are just like healthcare workers and testing will be fast-tracked. Some staff are choosing not to work.
- Michelle – in terms of weekly roll-ups, if people have lessons learned and we could forward these onto Chris B., Michelle B. and Christine D. for the weekly roll-up to the sector.
- Jo-Anne – provided each of their residential staff with a personalized letter stating that they are group home employees and on the swab requisition to go to section 7 and tick off group-home. This is confirmation of employment in group home settings. ***Jo-Anne will share this and the letter to this group. Ann-Marie B. will include on the website. Eugene stated that page 7 also indicates this and if we experience different than what the directive is, this will be actioned via EOC. Eugene could provide an update on this with his morning EOC updates.***
- ***Rupert emphasized that a great tool to be used in the Guidance Document and showing people this as needed.***

CLTO Staff Webpage Resource – ***Ann-Marie/Christine K.***

- Christine K. – per earlier discussions about the interest in people sharing documents, Christine K. reached out to Real Xchange, an infrastructure to post documents. Preliminary calls with Real Xchange were had to discuss materials being hosted as a Provincial resource. Christine has connected with Karen and Julia of RXC and will be talking to them again next week.
- Ann-Marie – the current website does have a capacity limit so RXC would be a very good resource. CLT has created a staff resource portal/website as well. Sal Morrello has offered a generic page for the sector. Once this is landed this can be posted on RXC or whatever platform we decide. ***Connect with Ann-Marie on this if questions. Ann-***

Marie will update weekly as new materials are added to the website. Ann-Marie is going to start dating materials due to the number of changes, etc. Ensure materials forwarded are the most current.

Frontline Experiences – All

- Bryan: now producing 300-500 reusable gowns per day. In the meantime, health is saying not to use these. Also making reusable masks and developed cleaning systems. There are solutions, however the challenge is that there is no measure of anyone saying to ahead we are good with this and not feeling comfortable or partnered. Health was clear that PPE goes to hospitals and health. Bryan hears Rupert and apologizes, however is seeing the numbers that were discussed on earlier calls around the 'impact report' and now being faced with workforce is stepping out.
- Rupert read somewhere that the protocols for post-use; laundering and treatment of reusable PPE is there. Rupert hears Bryan's concerns and said these are reasonable steps. Rupert will circle back to ensure what he seen on 'reusable' is correct and that he has not inadvertently mis-spoken.
- Ann B- doing similar to Bryan and with the first reported case, PH said use the good stuff first.

Province wide Shout Out – CHUM FM – Michelle

- Michelle B. connected with CHUM FM and asked for an acknowledgement on behalf of PN and a great opportunity for agencies, staff and individuals.

3) Issues/ Risks:

- Don W. – heard CLT was ticketed due to a few people travelling in a van? James explained that last weekend staff were stopped by Police and asked why they were not adhering to social distancing. In response to this a letter was put together and specifically quoted from the order of counsel and regulation. Direction is for all staff to keep these letters on them. No other reports since last weekend.

4) Significant Decisions: *Based on Recommendations from Take-Aways & Today's Conversations*

- Chris B. – Chris will provide another weekly wrap-up summary to be shared with membership