



Carefirst's Coping with COVID-19 Update Report #1 (Period April 1 to 15, 2020)

1. Staffing of both Carefirst Seniors and Carefirst Family Health Team (FHT)

- Has adopted a 50/50% basis between working on-site and at home and by rotation on an equitable basis
- Laid off temporarily over 20 casual staff, e.g. physical exercise instructors and adult day program assistants
- Lost one-third PSWs who decline work
- Has re-deployed other program staff and drivers to support the new COVID-19 emergency community support programs
- Incentive payment of additional \$1 per hour will be given to the frontline RPNs, PSWs and home helpers for the period April 15 to June 15, 2020 (covered by HR Reserve Fund approved by Carefirst Seniors' Board on March 26, 2020)

2. Casualties due to COVID-19 at Carefirst

- One seniors volunteer, age 80+, died on April 3, 2020 at Markham Stouffville Hospital. His last day of service at Carefirst was March 11, 2020.
- One PSW who part-time between Mon Sheong Long-Term Care Home (Toronto downtown) and Carefirst was tested positive and admitted into Mt. Sinai Hospital on April 3, 2020.
- One Wellness Club member, a retiree, was tested positive in late March. Her last attendance at Carefirst was March 13, 2020.
- At least 11 employees (8 PSWs, 2 exercise instructors, and 1 driver) put to quarantine for exposure to COVID-19.

3. Continuity of Operation of "Essential" Programs/Services

- Adopting a combination of in-person, people-face, and virtual care modality for the following services:
 - Family Health Team's medical consultation, diagnosis, treatment, nursing, counselling, and chronic disease management and education services
 - Over 25% approx. 2,500 are seniors with age 65 and over of the FHT's patient enrollment of 9,000 patients (Regular phone calls are made by the nurses to this cohort)

- Assistive Living and Supportive Housing Services to over 500 seniors in downtown Toronto, Scarborough, North York, Richmond Hill, and Markham
- Visiting personal support and homemaking services to approx. 1,000 clients (Though service volume has dwindled, homecare program continues to receive 3 to 4 new referrals per day from LHIN Home and Community Care)
- Telephone re-assurance and security services (frequency once or twice a week by staff)
- Transportation service – for those attending dialysis treatment and other essential treatment at the hospitals
- Integrated Dialysis Care – RPNs in-person visiting renal patients to 25 renal patients who are on home peritoneal dialysis
- Supportive counselling service – mostly by telephone contacts the social workers of community support services department
- Wellness programs – for keeping seniors connected, e.g. socialization, physical exercise, health education to over 1,000 seniors, mainly on virtual modality with 8,000 hits in the last couple of weeks

4. Operation of Transitional Care Centre (TCC)

- Has adopted comprehensive safety and infection control measures since early January 2020
- All staff wear masks and full PPE working on the floor and in bathing the residents
- All residents are masked as well with surgical masks provided by Carefirst
- Has enforced staff (Nurses and PSWs) to work at one-service location/employer to avoid cross contamination
- Has deployed Adult Day program staff to cover the staff shortage at TCC
- Receiving referrals from more hospitals – Sunnybrook, Markham Stouffville, North York General, Mackenzie Health other than Scarborough Health Network
- All new referrals must receive a COVID-19 test negative results within 24 hours before admission to Carefirst TCC
- Arrangements made for newly admitted residents to stay in a self-isolation room at least for two weeks

5. New COVID-19 Emergency Community Support Program at Carefirst

- Since April 1, 2020, has ramped up a new COVID-19 Emergency Community Support Program at Carefirst
- In the first week, received over 50 calls per day
- Most calls and requests are related to food security
- Collaborates with some local churches in service delivery, e.g. drivers and runners for meals-on-wheels services

- See the attached 1 pager information sheet re. details of the program
- Service hotline number – 416-646-5108

6. PPE stockpile at Carefirst

- Adequate PPE stock inventory (masks, gloves, gowns, and hand sanitizers) for at least 8 weeks for both Carefirst FHT and Carefirst Seniors
- Asking for donations of homemade masks to be distributed to the seniors clients at home (Received 200 homemade masks as of to-date)

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