



Carefirst's Coping with COVID-19 Update Report #3 (Period May 7 to 29, 2020)

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

- Will apply for Federal government's wage subsidy of \$4 per hour for the eligible frontline healthcare workers who actually worked in-person during this period for several Carefirst's programs – home care program, transitional care, primary care clinic, cleaning service, transportation, and emergency community relief programs.
- Now working on recalling the temporarily laid off staff as Carefirst is planning for re-opening. Having said that, some staff will be permanently laid off as there is a significant reduction of revenue in some programs, such as adult day program, and wellness programs.

2. Casualties due to COVID-19 at Carefirst

- Carefirst Seniors - No clients or employees reported to have tested COVID-19 positive during this report period
- Carefirst Family Health – a total of 6 patients is reported tested COVID-19 positive as of to-date (Two patients – one in his 70's and another in her 80's were tested positive recently in mid-May.)
- Carefirst FHT and Carefirst Seniors have worked together to provide the “wrap around care”, which includes care coordination, monitoring by FHT family physicians, nurses' call at least twice a week, health education by dietitian, social workers' support, delivery of meals, PPE, and sanitizers) for these patients who are tested positive.

3. Continuity of Operation of “Essential” Programs/Services, on-going huddle meetings, and virtual care programs

- Carefirst Seniors and Carefirst FHT have weekly “huddle meetings” to ensure all departments are on the same page as the organizations continue to operate and support the patients and clients during COVID-19 pandemic.
- Continue a combination of in-person, people-face, and virtual care modality for service delivery.

- * See the detailed report attached that Carefirst Seniors submitted to the LHINs recently on how Carefirst provides “Virtual care Program Innovation” in serving the clients during COVID-19.
- Both Carefirst Family Health Team and Carefirst Seniors have jointly put together a series of 10 sessions health education webinar which sessions are delivered by Carefirst’s specialist physicians, health care staff, and some guest speakers.
- * See the poster re. the series of virtual health education webinar, the sessions are well received with hundreds of attendees.

4. Special support services for hospitals/long-term care homes during COVID-19 surge

- Continue providing transportation service for Scarborough Health Network to provide surveillance service for long-term care and retirement homes in Scarborough.
- Continue receiving transfers of hospitals’ alternate level of care (ALC) patients to Carefirst Transitional Care Centre (TCC).

5. PPE stockpile at Carefirst

- Adequate stockpile for current use.
- Has placed order for re-usable gowns and scrub caps to support increased consumption as we prepare for the re-opening of programs and medical clinics.

6. Planning for re-opening

- A special task group formed in planning the re-opening of programs and medical clinics.
- The tasks include:
 - Reviewing all health and safety measures (e.g. physical setting with signage, physical distancing markers, screening measures, etc.)
 - Reviewing Infection, prevention and control (IPAC) measures
 - Procuring adequate PPE supplies for both staff and visitors/patients who visit Carefirst facilities
 - Providing staff re-training on “new normal” work protocols
- Special thanks to Dr. Alan Monavvari in hooking Carefirst up with North York General Hospital’s primary care and IPAC teams, which provide advice and instrumental support for Carefirst FHT and Carefirst Seniors.
- The consultation and support are very valuable as they ensure that our practices are safe when we re-open face-to-face patient/client services.

Thank you all for your support in enabling Carefirst to serve our clients and patients through this challenging pandemic.

Helen Leung
CEO, Carefirst



CE LHIN_Virtual
Care Program Innov.



Program Flyer -
Virtual Health Educa