

ONE CARE RESPONSE STATEMENT TO COVID-19 - March 18, 2020



ONE CARE Home & Community Support Services is an important community health care provider, offering essential services to residents in Huron and Perth. We have a responsibility to support all efforts to reduce the spread of COVID-19 in the communities that we serve, as we continue to work to serve our most vulnerable seniors.

Client, staff and volunteer safety is a main priority for us at ONE CARE and this priority remains of highest importance as we work to continue delivering essential services in a safe and appropriate manner in keeping with directives issued by public health.

We are modifying our programs to enable us to provide essential services through this time in an effort to reduce social distancing and flatten the curve. These modifications includes changes and cancellations to our community and non-essential services.

A number of our programs have been cancelled and we are continuing to monitor and modify those services still being offered. Service and program updates are available on our website or by calling our office.

In making decisions about our services we consider several factors, and we are diligent in our attention and our efforts to provide support for our frailest and most vulnerable clients and their caregivers. We are equally responsible for assessing and supporting the safety and wellbeing of our staff, volunteers and the greater community.

We have implemented the Emergency Response Plan and Pandemic Plan which includes enhanced practices to protect us all. Additional precautions and measures have been added to ensure the safety and well-being of our clients, caregivers, staff, volunteers and the communities that we serve.

We have added extra health and safety measures to protect our clients and staff or volunteers who are still delivering services. All staff, volunteers and clients are being screened before services are delivered. Staff or volunteers who have travelled on or after March 13 and/or are experiencing illness are asked to self-isolate for the 14 days. In addition to our regular hand washing and hygiene measures, we are directing staff to use additional personal protective equipment as directed and necessary. Robust cleaning standards are in place for all equipment that is used for client services, including our Meals on Wheels, Transportation and other community programs.

We regret any difficulties that this situation has caused the people we support. We appreciate your understanding and support as we continue to be vigilant our efforts to reduce the spread of COVID-19. The precautions in have implemented and work that we are doing is part of our continuing support to protect the people we serve, our volunteers and staff.

If you have any questions please call us at 1-877-502-8277 or visit the ONE CARE website.

Kathy Scanlon
Executive Director, ONE CARE