

## Our Response to Covid-19

The Alzheimer Society of Peterborough, Kawartha Lakes, Northumberland & Haliburton continues to actively monitor the ongoing Covid-19 pandemic. The safety and well-being of our clients, staff, volunteers, and our community is our top priority as we continue to provide and deliver quality programming and services.

The Alzheimer Society is committed to making decisions and implementing policies, protocols and procedures that align with evidence and information from the Federal and Provincial governments, the Public Health Agency, Medical Officer of Health, the Ministry of Health, and the Alzheimer Society of Ontario. We are working diligently to ensure that proper procedures and resources are in place to provide service to our clients, while adjusting our approach to reduce risk to and increase the safety of the vulnerable population that we serve.

As an organization, we are proud to share that we have not missed a day of service in support of our clients. We adapted quickly to meet the needs of our clients during this uncertain time and have been able to offer a variety of services and supports including:

- Daily virtual programming through our *#TogetherApart* program and social drop-in program
- Activity Kit distribution to clients
- Virtual support groups
- Online education sessions
- Online *Minds in Motion*<sup>®</sup> programming
- Telephone and virtual visits with our clients and caregivers

Many of our services have always been available through telephone or online delivery offerings and will continue to be available in the future.

We are working hard, with safety precautions and protocols in mind, to implement plans and procedures to resume in-person service delivery at our offices beginning in October 2020 and continuing throughout the Fall and beyond. At the same time, we are balancing the possibility of resuming in-person services with the continuation of our online offerings for those clients and community members who wish to continue receiving supportive services, education and programming in a virtual format.

To protect our clients, staff, and volunteers, we have taken a number of precautionary measures, including:

- Implementing signage in our office to assist with social distancing and other safety precautions
- Providing hand sanitization stations throughout the office
- Implementation of non-medical masks for staff, volunteers and visitors to the office to wear at all times
- Enhanced cleaning and sanitizing of high touchpoints and surfaces throughout the office
- Physical room arrangements to promote social distancing in meeting and activity spaces
- Office sign-in procedures for all staff, volunteers and visitors to the office to assist with contact tracing
- The implementation of safety kits for all program areas, including for staff that may be providing home or office in-person visits

The Alzheimer Society will be sure to communicate all updates and/or changes in our programming as we continue to monitor developments of the pandemic and public health. Thank you for your patience and understanding as we continue to respond to these ongoing changes. Please take a moment to complete an important survey about your current and future participation in our programs and services, which will help us to serve you better.

<https://beta.hrdownloads.com/take-survey/p/42477/90067edaa1a5fd3244571b6d71522b61>

The Alzheimer Society would also like to take this opportunity to thank our volunteers and donors for all your efforts and kind support during this time as we continue to provide *help for today, hope for tomorrow*.

If you have any questions or concerns or would like more information about the current status of our programs and services, please contact us by telephone (705)-784-5131, toll free at 1-800-561-2588 or by email [info@alzheimerjourney.ca](mailto:info@alzheimerjourney.ca) .

Sincerely,

Leslie Parham,  
Executive Director