

An Update from Lumenus

July 2020

The purpose of this update is to inform you of our plans for an eventual phased and safe return to in-person service delivery in our buildings. During this time, virtual appointments continue to be the primary way in which our teams will deliver services to you and where it is working for you and your loved one there will not be any change with this update. We will continue to offer this virtual service option into the future.

During this pandemic, the safety of our staff and the families, youth, children and adults we serve has been our priority. We recognize the last few months have been very challenging for you.

While a full range of virtual service will continue to be provided, we are currently working on how to safely return to providing in-person service for those of you who have shared that virtual services are not working well for you and/your child or youth.

We expect to begin to provide some limited in-person service at our sites beginning the week of August 24. This date will be subject to change including some services not resuming until September, depending on the completion of our preparation activities over the next four weeks.

The approach we are taking is slow to ensure we get it right and our goal is to minimize the risk of exposure and spread of this virus to you and our staff.

As we prepare to begin offering some appointment based service, we are working to make sure we have the personal protective equipment, cleaning products, appropriate Plexiglas shields, policies and procedures in place to minimize the risk to you and our staff while on-site. We have also implemented training protocols for hand washing, cleaning and sanitizing of surfaces and equipment. In some service situations, where physical distancing may not be possible, we will ensure we use face shields and additional personal protective equipment to reduce the risk of Covid transmission.

You will find that all staff will be required to wear personal protective equipment (PPE), appropriate for the work they are doing, in accordance with public health guidelines and City of Toronto Bylaws.

You will also be asked to wear facemasks while on-site. There may be some exceptions to this expectation for some very young children and others where it is agreed upon in advance that wearing masks and other equipment is not possible to access service.

Once our sites are ready to begin this gradual restart of in-person service, entry to our sites will be **by confirmed appointments only**. This will allow us to track the number of people at a site and ensure we are able to practice physical distancing protocols.

All staff and visitors with confirmed in-person appointments must complete a system pre-screen before entering our sites. Everyone will be asked to respect and follow all physical distancing and associated safety guidelines while on-site.

The delivery of in-person service may not seem the same as it was prior to the pandemic and it is possible that you will have less time with a staff person you know and less time at the centre than you had in the past. The staff person you have been in contact with will inform you about what to expect regarding in-person service at our centre.

When we begin our phased approach to in-person service, it is important for you to plan for potential emergency closures of the centre in the event of positive cases of this virus and we recommend you have an alternate plan for care in case we have to close our sites again.

Based on current information, future service disruptions are inevitable.

We very much appreciate your patience during these trying times. If you have questions, please reach out to us at info@lumenus.ca or speak to the staff member with whom you are working.

Sincerely,

Lydia Sai-Chew

Chief Executive Officer

Cheryl Webb

Chief Operating Officer