



Supporting people and
families...through
LISTENing

What Unfolds?

- Conversation
- Information
- Sourcing Supplies
- Contingency Planning
- Planning Support – Support for What?
- Connecting to Other Families



COVID-19

and Durham Family Resources - Staff and Families

Although it is still too early for us to be overly concerned about an immediate and aggressive response or policy regarding COVID-19, there is talk and information swirling all around us. Let's be clear on reasonable actions to take at this time, based on what the health professionals and infectious disease experts are recommending.

Monitor your own health.

Please monitor your health (for cough, temperature rise, flu symptoms, difficulty breathing) on an ongoing basis. Do not come to work sick and seek medical advice through a qualified health professional and self-isolate until given further instructions should these symptoms arise.



COUGH



FEVER



SHORTNESS OF BREATH



Wash your hands more frequently and more thoroughly than normal.

We have posted recommended hand washing procedures in all of our washrooms. Please remember and share that soap and water for 30 seconds is the most preventative strategy we can collectively engage in.

Follow the common sense rules about coughing and sneezing.

When coughing or sneezing: cover your mouth and nose with your arm or tissues to reduce the spread of germs. Immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards.



Avoid touching your face.

Avoid touching your eyes, nose, or mouth, especially with unwashed hands.

Increase your personal and local work space cleanliness.

Clean and disinfect frequently touched objects and surfaces. Pay particular attention to cleaning and wiping keyboards, telephones, electronic devices, and cell phones during this time. We will advise our cleaning staff to pay greater attention to door knobs and door ways as well.



Currently, COVID-19 is low risk for our area and it may not reach pandemic levels but we should expect, and prepare for, our area to experience some exposure. If that happens we will advise you on any special policies or procedures and update you on any preventative measures that are recommended.

For now Durham Association for Family Resources and Support will not put any special policies in place other than to ask you to use common sense, follow the health organization's recommendations for monitoring your health, be aware of travel advisories and increase your personal and local work space cleanliness. Should the COVID-19 exposure worsen, we will research and enact best policies for our employees at that time.

You can find current, reliable information about COVID-19 by visiting:

[Ontario Ministry of Health](#)

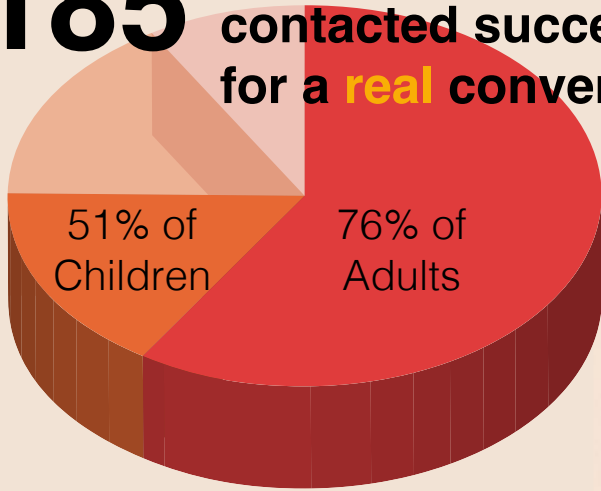
[Public Health Ontario](#)

[Public Health Agency of Canada](#)

[Durham Region Health Department](#)

185

families have been contacted successfully for a **real** conversation.



128

families are continuing these conversations with regularity, often with more than one member of DFR staff.

25

families have met with a facilitator **face-to-face** with as much

safe

distancing

as

possible



DFR Covid Contact with Families Summary

A snapshot of our work with families during the first couple of weeks of office closure.

21

Families have **paused** all support.

65

Families who have been helped to think through **indirect** support.

57

Families who have been helped to think through **safe direct** support.



3/5

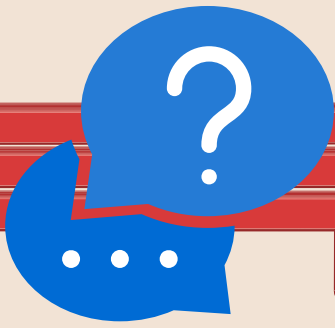
Families are **still receiving** health support (LHIN/PAC/PSW).



39

Families are being **equipped with PPE** from our supplies as of May 12.

72 families helped to work out other supporter issues (funding, scheduling, moving to CERB, recruitment, other)



112 families helped via education, information, further understanding

67 families helped to work on other issues (non-covid)

15

families assisted directly for housing matters (COHB, DASH, etc.)

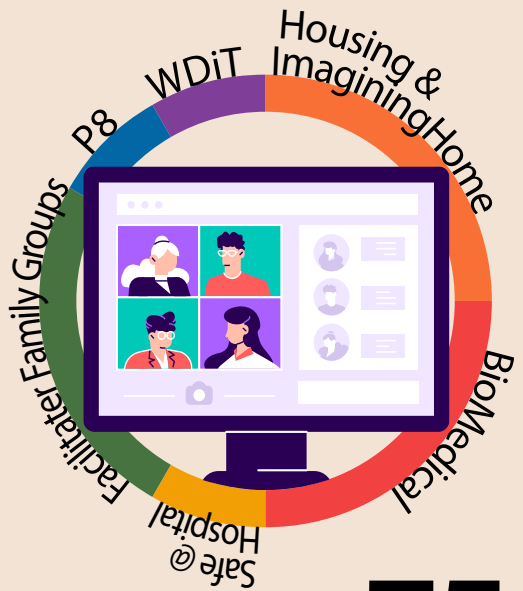


15

families attended the April online Imagining Home meeting.

12

online gatherings bringing families together



>75

family members attended our virtual gatherings since our office closure.

Family Support
Support for Younger Families

Legacy & Contingency
Planning

Funding & Support
Navigation

Supplies

Housing

Support to
Supporters

Advocacy

Direct Support

Recruitment

Other COVID Support

Other ways people continue to connect:

To Mask or Not to Mask

Just wanted to touch base regarding our current thinking around masks and other personal protective equipment (PPE). After lots of reading, sifting through conflicting information, and discussions with some friendly health professionals, here is our current thinking on the use and need for masks and other PPE (these opinions seem to coincide with [Public Health Ontario's recommendations on when and how to use a mask](#)).

The main transmission of COVID-19 is primarily through droplets generated when an infected person coughs or sneezes, or through droplets of saliva or discharge from the nose. These droplets land on surfaces or on people. Thus, hand washing, not touching face, regular cleaning and disinfectant, a high degree of awareness, and social distancing are paramount and the most effective way to stay healthy.

Masks (surgical) are not necessary/needed **unless someone in the home is sick**. (N95 masks need to be properly fitted in order to be effective and currently are needed in our hospital and health care systems).

If someone is sick – masks are best used on the sick person, in order to limit their ability to spread their droplets, which is how this virus spreads. It is best practice for sick people to wear masks to limit what they are able to spread.

If they cannot wear a mask – then a strategy may be for supporters to wear masks when they need to be close to the person.

If someone is very high risk/vulnerable to this virus – the family may want all workers to wear masks when in close contact with the person (to be extra vigilant in limiting exposure of droplets to the person).

Learn from Public Health Ontario

When masks are needed - proper putting on, taking off, and dealing with the used mask is paramount. **Properly using a mask is not common knowledge and needs to be reviewed by anyone using one.** It is better not to use masks at all if the correct donning and doffing procedure is not followed rigorously.

Learn from the World Health Organization

Gloves and gowns present the same issues – donning and doffing improperly leads to higher risk, rather than lower; cross contamination risk soars [without following proper procedure rigorously](#).

Note: There is a lot of variance around homemade/cotton masks depending on the material used, the fit to the wearer's face, and design. They may only be good for droplet prevention and mainly that of the mask-wearer, so if someone is contagious and they don't realize it, it *might* help stop them spreading. A possible strategy for the wearer in stores and other places when you might not always be 6 feet apart.

The biggest problem with gloves and masks is a drop in awareness or attention – **a false sense of security**. There can be cross contamination from gloves when people do not use them properly. There can be more face touching and improper donning and doffing of face masks. Masks can't replace all the other approaches needed to fight the coronavirus, like washing your hands, not touching your face, and social distancing. But when paired with all these other tactics – and when used correctly, which may not be as easy as you think – masks can offer an extra layer of protection. **In conclusion, wear when necessary, and use correctly.**

