

March 16, 2020

Dear SPRINT Senior Care clients and families,

As the spread of coronavirus (also known as COVID-19) becomes a greater concern, we have made the difficult decision to alter or suspend some of our programs.

Our updated protocols are in alignment with Toronto Public Health, Public Health Ontario, the Ministry of Health, the Government of Canada, and our healthcare partners.

We are taking these temporary measures in order to protect our clients, caregivers, staff and volunteers from the risk of infection.

**As of March 16, 2020, please note the following changes to our programming:**

**Community Wellness:** all Community Wellness programs are suspended until further notice.

**Transportation:** We will reduce services to ensure we can provide transportation for medical and other essential rides, and will provide reduced rides to our Adult Day Program (ADP). With the exception of the ADP, all rides will be single-passenger only (unless an escort is required). All drivers will be disinfecting surfaces between each passenger ride.

Because this is an evolving situation, please be prepared for potential further reductions in service in the coming weeks. If your program is affected, you will receive a phone call from department staff.

We know that our programs are an important part of our clients' lives and we can assure you we did not come to this decision lightly. Since January, we have been taking extra precautions to keep programs running safely. However, as cases of COVID-19 continue to rise, we believe that taking these steps is the safest thing to do. Seniors are at greater risk from COVID-19, and our top priority is ensuring that our clients, staff, and volunteers remain safe and healthy.

For our programs that continue to operate, we have implemented the following additional practices to respond to COVID-19:

- Increased disinfecting of all commonly used surfaces.

- Posting notices at all of our sites requesting that visitors postpone their visit if they are feeling unwell.
- Screening all staff and volunteers who travel outside of Canada prior to their return to work.
- Screening all clients prior to service delivery.

These precautions are in addition to our usual infection prevention practices: daily disinfecting, using personal protective equipment as needed, regular handwashing, and supporting clients to wash their hands.

We would like to remind you of some of the infection prevention measures we can all take to protect ourselves and our loved ones:

- Please avoid SPRINT Senior Care services and programs if you are ill.
- Please avoid SPRINT Senior Care services or attend our programs if you have been exposed to someone with COVID-19.
- Wash your hands often with soap and water for 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are ill.
- Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands.
- If you don't have a tissue, sneeze or cough into your sleeve or arm.
- Clean and disinfect frequently touched objects and surfaces.

For the most up to date information from public health about COVID-19, please visit: <https://www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/>

Should you have any questions or concerns, please do not hesitate to reach out to our Director, Quality, Dianne Wallace at 416-481-0669 ext. 1233.

Best regards,



Stacy Landau  
CEO, SPRINT Senior Care