



To: Program Participants, Caregivers and Families
From: Senior Leadership Team/ COVID 19 Response Team
Date: September 8th, 2020
Re: Program Contingency and Relaunch Plans

Introduction

It is hard to believe that five months has passed since the closures of our facilities on April 1, 2020 due to the COVID 19 pandemic. These have been unprecedented times causing businesses and services to get creative and change the way they operate. Cosmo has been no different, and has responded very quickly with alternative program options away from our facilities. We have continued to plan, assess and develop program options. We are now pleased to share, that we will also be adding program options at all of our facilities.

What has Cosmo offered to date? For those that reside in CBO group homes, Cosmo has partnered with these agencies by deploying staff to deliver day programs right in the home. We have initiated outdoor community excursions for those in need of additional support away from the home. Our online programming started with music by Claire and then progressed to fitness with Brayden; find it Friday make it Monday with Lynn; armchair travel with Richard; gardening with Belinda; novel study with Sheri; and the list goes on. Our ears and hearts have been warmed with regular calls to all of you for a quick visit and check in. For others, check ins have occurred virtually or through social media.

What have our staff been doing? Our staff when not involved in any of the above, have been updating their training and creating new and amazing lesson plans for your return to our facilities. Like many of you, some of our staff have not been able to work during this time, as they were needing to stay home to take care of their own health or childcare situations. For many others, they have been navigating through loads of information, safe work procedures and best practices in re-launching programs back into our facilities.

Additional Program Options Available

We are pleased to advise that starting on September 8th, we will slowly introduce two additional program options. At this time, these options are only available to those who are not older than 60, who do not have underlying health conditions and who do not reside in long term care or a home in which we are providing at home support. To determine if these options are right for you, our Program Coordinators and Managers have and will continue to call everyone to discuss your needs, interests and ability to be safe. If you have not been contacted and believe these programs are right for you, please contact our main line at (306) 664- 3158 and your call will be redirected. The introduction of these two options is part of Cosmo's program continuity and relaunch plan.

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The first, new option is the addition of day program supports for those in need of essential respite care at a Cosmo facility, where staying at home has posed some challenges. This may include a caregiver needing to return to work or an individual in need of social and emotional support caused by the isolation of staying home. Scheduling will be based on the needs of the participant and the home.

The second option, which will slowly and gradually start after September 14th, will provide the opportunity for some of you to transition back to the work or life enriching program that you were previously involved in. This opportunity is available one day per week to start with and may increase as we monitor our ability to maintain all of the safety procedures put into place. At this time, transportation to these programs will be the responsibility of the home.

Program Continuity and Relaunch Plan

You may be wondering how these two new options fit into Cosmo's program continuity and relaunch plans? These programs fall in the third and fourth phase of Cosmo's plan. Our plan has been designed to mirror and follow after the provinces Re-Open Saskatchewan plan as well as provincial health orders. This plan is a living document and may change, slow down or stop for such reasons as community or center outbreaks of COVID 19, changes to health orders, changes to government policy, work force impacts, supply chain availability and the safety of staff and participants. Cosmo's program continuity and relaunch plan has six phases:

Phase One - Assess and Plan (January to March 2020)

- This phase aligned with close monitoring of public health orders along with consulting with health officials. Participants were encouraged to stay home, with only those in need of essential services continuing at our facilities.

Phase Two - Keep COVID 19 Out of Cosmo (Starting April 1, 2020)

- This phase aligned with public health orders to prevent the transmission of COVID 19 by having all staff and participants stay home where possible. In this phase Cosmo closed all facilities, deployed essential staff to CBO group homes, developed remote programming (as mentioned above) and initiated some essential outdoor community support for those in critical need.

Phase Three - Re-introduce Staff and Some Essential Services (Starting September 8th, 2020)

- This phase aligns with phase three and four of the Re-Open Saskatchewan plan with a focus on expanding essential program and business services. Adding to the program options in phase two, this phase will see the slow and gradual **reopening of Cosmo facilities** for **essential** programming and business ventures that can not be met remotely. It includes program support for those in need of daily respite care.

Phase Four - Expanding Non Essential Services for Participants Through Scheduling (Starting September 14th, 2020)

- This and the next phase align with and follow after phase four of the Re-Open Saskatchewan plan, with a focus on re-introducing participants with **no age and underlying health issues** and **who are not receiving in home or community support**, to casual or part-time center based day program opportunities and or community work opportunities. Cosmo will resume many of our business ventures and community work teams.

Phase Five - Continued Re-opening of Cosmo Services (Dates TBA)

- Continuing with the program options in the above phases, this phase will see the continued expansion of day programs at our facilities. This phase will see a center based option for those supported in the community and those awaiting start dates. Days in attendance will slowly be increased. Additional programming for those with age or underlying health issues will be considered through person centered planning.

Phase Six - Re-opening of All Cosmo Services (Dates TBA)

- This phase aligns with phase five of the Re-open Saskatchewan plan with considerations for lifting long term pandemic restrictions. In this phase, Cosmo will resume all program services with attendance restrictions lifted.

Re-Introduction of Program Supports

Cosmo continues to be committed to creating and adapting programs to meet the needs of all of our participants. We are committed to a person centered approach and to working with you in choosing the best program option for you, at this time. In the days and months to come, Program Coordinators and Managers will continue to reach out to you, to discuss your personal circumstances and needs. As we further discuss options available to you, please keep in mind that we are guided by the following principles:

- COVID 19 remains a serious health threat, in particular for older adults, people with underlying health conditions and people with compromised immune systems. Staying home continues to be the safest method in preventing the transmission of COVID 19 especially for this demographic group.
- The ability of those, **who can continue with programming or work from home** should do so.
- Staying home may not be an option and the need for essential care may exist for some.
- Isolation and the need for program opportunities away from the home are evident for some.
- Some individuals due to their personal choices and lifestyle; their inability to follow COVID 19 safety guidelines with support; and their community exposure put themselves and others at a higher risk of contracting or transmitting COVID 19. Cosmo will do our best to design options for this group, however we do recognize that for some, in person or center based support is not feasible at this time.

Safety Measures for a Safe Return to Cosmo Programs

Screening

- All staff and participants will be required to complete a daily screening questionnaire at home prior to attending (see attached).
- All staff and participants will have their temperature checked at the door. We ask that all drivers remain at our facility, until the temperature has been taken in the event that someone has an elevated temperature and needs to go home.
- Access to Cosmo facilities will be limited to staff, participants and pre-approved visitors, therefore we ask all caregivers and parents to please wait outside of the facility where a staff member will

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assist you. If you need assistance and there is no available staff to assist, please contact our transportation line at (306) 664 – 3158 (ext. 256) or Administration at (ext. 221).

Environmental measures

- Posters, signage and or visual cues will be posted throughout the facility.
- The cafeteria will be closed at this time.
- Only activity and work areas with their own entrance and direct access to a washroom and sinks for hand washing will be opened.
- Frequently touched areas will be cleaned and disinfected three times per day – such as tables, washrooms, chairs and etc.
- All activity supplies will be disinfected following the area activity.
- Electrostatic foggers will be used in all areas and company vehicles, as an added level of disinfecting.

Training and support

- Lesson plans and social stories have been and will continue to be developed to aid in the teaching of safety plans (see the attached participant hand book).
- Safety measures will be reviewed and taught on an ongoing basis as part of our program delivery model.
- Additional staff support has been made available through attendance controls, allowing for frequent reminders and guidance where needed.
- We will be discouraging touching and will provide coaching in regards to other options, such as a special wave.
- Additional hand sanitizer stations or containers have been added for frequent application.
- Program participants will be prompted to wash their hands frequently throughout the day.

Lunch and personal items

- To reduce the handling of food items, please ensure that all lunches are prepared according to the needs of the participant ex. items are cut, ground or pureed. Utensils must be provided by home.
- Microwaves will be closed, so we ask all to pack lunch accordingly.
- We ask that there is no sharing of food items.
- Coffee and water will be served in disposable cups.
- Participants are asked to only bring essential items.

Medication administration and health changes

- If you require Cosmo to administer your medication while at work please contact Cosmo's nurse at (306) 664 – 3158 (ext. 232) to make arrangements.
- If you have had any significant changes in your health while away that will require nursing care or close monitoring, please advise Cosmo.

Cohorts and physical distancing

- All attendees will be assigned to a specific area and will work or participate in activities with the same people, creating an area cohort. In addition, measures will be taken to create smaller cohorts within the larger area, again to limit interactions.
- All staff and participants are to avoid walking in hallways and leaving their assigned areas.
- Participants residing in the same home will be grouped in the same cohort when it reasonable to do so.

- Attendance in each area will be significantly reduced to ensure adequate staff support and smaller cohort groups.

Community connections

- Please be mindful and attempt to minimize your community involvement and participation in numerous cohorts.
- Avoid close contact with people who are sick.
- Avoid large crowds and practice physical distancing.

Arrival, departure times and controlled scheduling

- To provide time for deep cleaning, our program hours will be from 8:30 to 2:30 for the majority of attendees unless otherwise arranged with a Program Coordinator.
- All staff and participants will be assigned a specific entrance dependent on their area assignment. You are only to use this entrance.
- Participants with their last name falling within the first half of the alphabet (A-L) are to start arriving no earlier than 8:30 with a pick up time of 2:30. Those with their last name falling within the second half of the alphabet (M-Z) are to arrive no earlier than 8:45 with a pick up time of 2:40. With homes that are transporting multiple residents we ask you to arrive at the earlier time. Please ensure that entry into the building is staggered by keeping your resident in the vehicle until the entry way is clear or a staff directs you other wise.

PPE

- All staff and participants are required to wear a cloth or disposable mask when able to do so. Recognizing that this may be difficult for some, face shields may be a viable alternative. We recognize that some people will not be able wear either so for this reason it is even more important for those who can wear one to do so.
- For those who may have difficulty with swallowing, we ask that you wear a shirt saver and ensure that you have access to multiple changes throughout the day.
- All staff are required to wear a mask or face shield especially when unable to maintain physical distancing such as assisting someone with personal care, feeding or providing hand over hand assistance.

Illness, staying home and contact tracing

- We ask all who are not feeling well to stay home. If ill with symptoms related to COVID 19 please contact the 811 Health Line for further instruction.
- If staying home due to illness, ensure you provide the details of the illness to our attendance line as we will be closely monitoring all illness within our facilities.
- If you present COVID 19 symptoms while on days off and away from the program, we kindly ask that you advise our nurse.
- For individuals with pre-existing conditions (such as allergies) presenting as COVID 19 symptoms, please contact Cosmo's nurse to discuss (306) 664 3158 (ext. 232) prior to starting back at the program.
- All staff and participants will be advised of any potential exposure to a symptomatic individual from their cohort/area. All will be required to wear a mask and self monitor until the test results have

been returned. If unable to wear a mask you may be asked to remain at home until the test results have been returned.

Isolation protocol

- Space has been designated for isolation in the event someone becomes symptomatic during the day.
- All attendees must have a plan in place for picking up an ill resident in the event that they become ill throughout the day.

Outbreak protocol

- In the event that a participant or a staff member tests positive for COVID 19, Cosmo will follow the recommendations of the Saskatchewan Health Authority.

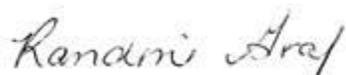
Safety violation measures

- Our ability to expand program options is dependent on everyone's compliance and willingness to comply with established protocols. Cosmo staff will do our best in coaching and guiding participants to follow such protocol. Cosmo will keep caregivers and parents proactively involved in needed coaching around safety measures. In the event that there is no improvements even with added support; where the behavior of concern poses a significant risk to self or other; or where there is a deliberate and intentional violation of a safety protocol (e.g. coming to work while presenting COVID 19 symptoms), Cosmo will ask that that you cease participating in our center based programs until there has been further lifting of COVID 19 safety measures.

Conclusion

If you have any further questions, please talk with your Program Coordinator or Manager who will be pleased to assist you. Let's work together during these troubling times.

Sincerely,



On Behalf of The Senior Leadership Team and COVID 19 Response Team

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