

Client COVID-19 Personal Support Safety Measures



As we continue to provide Personal Support services we wanted to provide you with some information on how our services will operate as they may be different than you are used to. We have put in the necessary safety measures below in an effort to keep you and our Personal Support Workers (PSWs) safe to further reduce the risk of transmission of COVID-19.

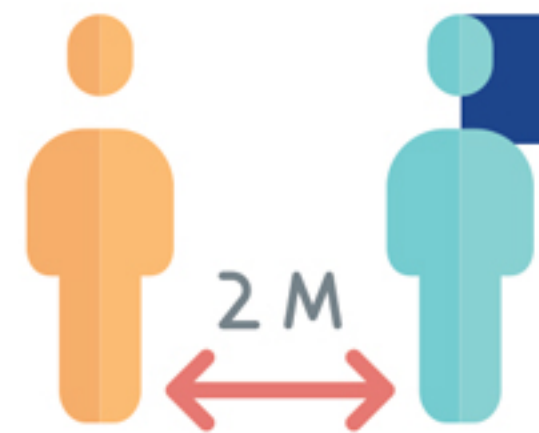


Screening of Symptoms

Our PSWs are required to self-screen for symptoms daily and prior to visiting your home. They are required to stay home if they are unwell or displaying any symptoms.

The PSW will also screen you for symptoms prior to entering the home. Personal Support Services will only be delivered once the screening assessment has been completed. If there is a positive screen, the PSW will follow up with In Home Services for further screening and to determine if service will be provided. We also request that if you are feeling unwell, that you please delay the visit until you are feeling better.

If you are unsure if you are displaying symptoms of COVID-19 you can complete the Self-Assessment created by the Ministry of Health online for further advice: <https://covid-19.ontario.ca/self-assessment/>



Physical Distancing

If you have any specific instructions regarding your service request, we ask that you please communicate this in advance to our office over the telephone before the service date. Physical Distancing can be challenging with Personal Support Service. The PSWs will be wearing PPE during the visit for the ongoing health and well-being of you and our staff.



Personal Protective Equipment (PPE)

We have implemented universal masking and eye protection for the ongoing health and well-being of you and our staff. PSWs that enter your home will wear a surgical mask and eye protection for the entire visit. We also request that you wear a face covering during the visit and when you are unable to physically distance yourself from the PSW.

Thank you for understanding these service modifications and know that your health and well-being is our top priority.