

March 23rd, 2020

Dear Friends,

As a valued member of The Darling Home for Kids family, we are committed to keeping you apprised of our organization's continued response to the novel coronavirus COVID-19 and its impact on our community and families.

As you know, at The Darling Home for Kids we provide care to children with medical complexities, many of whom have compromised immune systems, underlying health conditions, and are vulnerable to illness. Providing the best care possible for our clients, and protecting the health and well-being of our staff, volunteers, and visitors is of paramount importance.

We have been actively monitoring developments, and ensuring alignment and effective implementation of protocols. We will continue to take precautions and implement all required measures in response to the COVID-19 pandemic.

For our Clients and Families:

- We made the difficult decision to cancel respite programming for the time being. All planned respite at The Darling Home for Kids was suspended on March 16th, 2020. There will be no new respite admissions into the program until further notice. Admissions for end-of-life will be admitted on a case-by-case basis.
- Our long-term residential program continues to operate, with additional precautions implemented as we focus on the safety and well-being of our residential clients. Our children at home are well and receiving lots of care and attention from our team.
- Therapeutic programming has been suspended including recreation therapy, music therapy and hydrotherapy, to minimize the number of visitors in the Home.
- Consistent with our policies and procedures, any children exhibiting signs and symptoms of illness would be placed in medical isolation to prevent transmission of illness. Our trained nurses and clinical leadership team would continue to provide care to these clients at the Home, unless admission to hospital was deemed medically necessary.

For our Volunteers:

- Volunteer access to The Darling Home for Kids has been temporarily suspended as we limit traffic in the Home to only essential staff (nurses, personal support workers and clinical leadership).

For Visitors and Guests:

- Measures have been implemented to restrict access to the building to decrease exposure to our children and staff, including utilization of our main entrance vestibule as a screening area.
- Only essential visitors are permitted entry into the Home, which includes deliveries of essential items (medical supplies, food, medications), service technicians for essential building maintenance, cleaning services, and regulatory bodies (Public Health, Licensing officers, etc.).

- Additional screening and protective measures have been implemented.
- Where possible, vendors are utilizing a separate entrance to avoid accessing the main floor of the Home.
- All tours of the Home, volunteer and staff interviews, and on-site meetings and trainings have been cancelled.
- The use of technology such as video conferencing, FaceTime, telephone, and other platforms are being used to enable our children and staff to connect with others outside the Home.
- All essential visitors are screened based on the criteria from the Ministry of Health and Long-Term Care.

For our Staff:

- We've implemented measures to ensure our Care Team are self-monitoring and remain healthy, and will continue to support staff members should they need to be absent from work due to self-isolation or exposure from other environments.
- Our Operations team are working remotely; team members can be reached at their respective email addresses.

We will continue to monitor and provide updates as we plan for any upcoming community or fundraising events. With the health and well-being of our children, families, volunteers, donors, and staff at the forefront, we have decided to postpone all events until after May 31, 2020.

As healthcare providers, we are committed to providing a high standard of care at The Darling Home for Kids. We will continue to work with our team, families, community partners and government agencies in the days and weeks ahead as we come together to navigate the COVID-19 pandemic.

For the latest updates on our response to COVID-19, please refer to our website www.darlinghomeforkids.ca or contact us by phone at 905-878-7673, or by email info@darlinghomeforkids.ca

Our nurses and personal support workers continue to provide exceptional care for the children who call our Home, their Home. We thank each of them for their incredible dedication and professionalism.

At The Darling Home for Kids we have a community of supporters and partners who truly care about our organization, and may worry in uncertain times like this. Rest assured we are doing well, and continuing to take good care of our residents, and each other.

Thank you for your commitment and continued support. We wish you and your loved ones the best during this difficult time.

Regards,



Kristin Horrell
CEO
The Darling Home for Kids