

COVID RESPONSE UPDATE #12
January 13, 2022

ICAN Independence Centre and Network is committed to the health and safety of our valued clients, staff and community. ICAN is following all Ministry of Health and Public Health directives and guidelines.

Our goal for the entire ICAN team is to work together based on the most current and correct information and to provide services to our clients while ensuring we protect the health and safety of all ICAN employees while doing so.

With this in mind, ICAN has put in place measures including:

- Our Independence Training Centre and related programs are still running at reduced capacity.
- All other programs are still running at capacity.
- All ICAN staff and clients are still being screened daily.

However, as cases escalate due to the Omicron variant, all clients should be aware of the following:

- ICAN has limited access to Rapid Antigen Testing Kits for our staff. We have ordered more, but we don't have kits for all our staff at the present time.
- ICAN does have personal protective equipment for our employees and have ordered more.
- Ministry of Health and Public Health directives and guidelines may dictate whether our staff can be COVID tested. This means that some staff who may develop COVID symptoms may simply be told to self-isolate. This could lead to staff shortages in the upcoming weeks.
- Some ICAN services may need to be temporarily suspended. If this happens, the client will be notified and will be supported by their Care Coordinator.

Here are some things that our clients can do to help:

- In order to protect yourself and our front-line workers, we are asking clients to practice social distancing by limiting going out into the community and the number of visitors in the home.
- Be prepared to see different workers than those normally seen in the home. In addition, ICAN can no longer guarantee preferred gender services.
- Clients can voluntarily cancel some or all services. If clients can give up some non-essential services or have family members step up to assist, please let ICAN know.
- Be prepared for future booking and/or service cancellations. Although ICAN is working very hard to avoid this, there may come a time where clients will be asked to use backup support, family and friends. In the future, ICAN may only be able to provide basic essential services. This would be a last resort measure only.

ICAN is working diligently to ensure that we can continue to provide services to our most vulnerable and complex clients. If a client has any questions or concerns, please reach out to your ICAN Care Coordinator or Program Supervisor. ICAN remains your first point of contact. ICAN will continue to keep everyone informed. We thank you in advance for your support, patience and understanding during this time.

Kind Regards,

Marie Leon

Chief Executive Officer