

# Connection

## Newsletter for our Volunteers – Spring 2022

### Upcoming Events

#### Elder Abuse Prevention Workshops

March 2, 2022  
Financial Abuse

March 16, 2022  
Sexual, Physical &  
Psychological Abuse

March 23, 2022  
Mental Health  
Addiction and Abuse

TIME for all:  
1:00 p.m. – 2:00 p.m.

To view registration  
information, click:  
[https://chats.on.ca/registration-form-  
linda-ind-series/](https://chats.on.ca/registration-form-linda-ind-series/)

For more workshop  
opportunities,  
CLICK HERE:  
 [Upcoming Events -  
March to June 2022.pdf](#)

Dear Volunteers,

It still feels like winter but we're looking on the bright side and calling this our "Spring" edition even though we're still in the grips of February.

Please allow me to introduce myself. My name is Neeti Trivedi, and I am covering for Jessy Brown's maternity leave as the Program Coordinator for Community Programs and Volunteers. I am very excited to now be a part of the Community Programs Team at CHATS as I enjoy working closely with clients and volunteers to provide the best quality care and service.

In this edition of Connection, we provide a refresh on CHATS Disaster & Emergency Plan Codes Orange and White. We'll offer an overview of CHATS Pandemic Plan and activities, including a full update on the status of each program. Our Infection Prevention and Control (IPAC) team shares some important reminders on staying safe and contact free delivery protocols. As always, there are links to quizzes, so you'll know you've understood some of the highlights of the newsletter.

It goes without saying but I'll say it anyways, **WE MISS YOU** and look forward to a time when all of you can rejoin the programs, we know you support whole-heartedly.

Happy Reading,

*Neeti*

Neeti Trivedi  
Program Coordinator –  
Community Programs & Volunteers

*Hillary*

Hillary Richardson  
Client Services Manager –  
Caregiver Support, Outreach &  
Volunteers

**Happy Nowruz on Sunday, March 20, 2022!** As a celebration of the beginning of Spring, CHATS is grateful for the support of our many Iranian volunteers, without whom the program truly would not operate. You bring so much joy and support to CHATS and to the clients. On behalf of CHATS and our seniors, we wish all our volunteers **"Nowruuz pirooz!"**



We are excited to share this year's 8th Annual Scotch Tasting event is a **VIRTUAL event** and will be held on **Tuesday, March 29<sup>th</sup> from 7:00 to 8:00.**

Savor 5 hand-picked scotches, sampled with an array of light food accompaniments. **\$120/ person**

**Raffle - Live Auction - 50/50** [Register Here](#)

# Disaster & Emergency Review

CHATS Disaster & Emergency Plan was developed to align with Regional Emergency Services and hospital systems. CHATS “codes” have been adapted from those used in hospitals to reflect the scope and intent of our programs and services. The purpose of the Plan is to ensure the safety of clients, volunteers and staff as well as the continued operation of the agency’s key priorities.

With the pandemic, we’re a little behind in our review of the various codes and so we’re going to cover TWO of them here: Code Orange and Code White.

## Code ORANGE – External Disaster!

Code Orange applies to all staff, volunteers, clients and visitors present at CHATS head office and at all CHATS Adult Day Program satellite sites. Where staff/volunteers are present at Assisted Living sites or working in the community, including in client homes this policy applies only to staff/volunteers and not to clients or visitors. Code Orange procedures are also applicable in the event of a **Severe Weather Alert** which will be communicated by management to all affected staff teams.

In the event a disaster or other event occurs in the environment outside of CHATS control and where CHATS is impacted in such a way as to be unable to operate normally, the Code Orange policy is applied.

Code Orange procedures include protocols for:

- Loss of water supply
- Loss of hydro
- Loss of Gasoline
- Loss of Natural Gas
- Inability to provide Meals on Wheels
- Weather related program closures

### What does this mean for Volunteers?

In most instances where a code orange is called, programs involving volunteer supports are paused. Meals on Wheels is considered an essential service and we do our best not to interrupt these deliveries however, sometimes the schedule needs to be adjusted in order to ensure safety for all involved while still providing essential nourishment to clients. If your program is closed, please stay home.

In order to find out exactly what changes are occurring we ask that you DO NOT CALL THE OFFICE as our coordinators are busy contacting clients to provide updates. Instead, call our Volunteer Notification Line where you will hear an updated message providing direction regarding all volunteer roles.

**Volunteer Notification Line: 905-713-3373 ext. 7000; toll free: 1-866-677-9048 ext. 7000**

The Volunteer Notification Line is updated by 7:00 am on bad weather days and as soon as decisions are made in the event of unforeseen closures. It should always be your first call if you are uncertain about whether your program will be open or not.

**Tip for riding out a code orange:  
Always keep at least ½ tank of gas in your vehicle.**



**How well do you understand Code ORANGE? [Take the quiz to find out!](#)**

# Code White

## Violent or Aggressive Behaviours

**CODE WHITE** is used to attain immediate assistance in a situation related to violent or aggressive, behaviour, including the presence of unauthorized persons, at a CHATS site or during delivery of a CHATS program or service in a community location.

Violence/aggression can take many forms and may be perceived differently by different individuals depending on personal history, cultural background, and gender, to name a few variables. If you are feeling fearful, intimidated, or uncertain about the actions or behaviour of another individual, this is a Code White.

Some examples of Code White include but are not limited to:

- Threats
- Harassment
- Verbal abuse
- Destruction of property
- Refusing to leave when asked
- Intruder, with or without weapon
- Hostage taking
- Protests
- Disturbances
- Terrorist threat

**IDENTIFICATION PROTOCOLS** are in place to ensure that only authorized persons are present at CHATS sites and in the provision of CHATS programs/services in the community. These protocols include:

1. All clients at CHATS Adult Day Programs are identified by a nametag or identification badge.
2. All staff, including those in the community, are identified by means of a photo identification badge.
3. **Volunteers are identified by their CHATS Volunteer button while present at CHATS sites or during delivery of CHATS programs/services; buttons are not to be worn outside of service provision.**
4. Visitors are identified by a Visitor name tag available at point of arrival.
5. **Personal vehicles driven for the purpose of providing CHATS services (Transportation, Meals on Wheels) will post a "CHATS Volunteer" sign during provision of service; signs will only be displayed when service provision is in progress.**

**Wearing your CHATS ID is one of the best ways of ensuring that only authorized persons are present at our sites and during our programs and services. The addition of masks now is an added barrier to being recognized...**

**Do you wear your badge?**



### What should you do?

If faced with someone who is acting aggressively or threatening violence the priorities are:

1. **REMAIN CALM**; do not engage the individual.
2. **MOVE AWAY** and **KEEP OTHERS AWAY**
3. **GET HELP**: if at a CHATS site or program, inform staff. If in the community, **call 911!**

How well do you understand Code WHITE? [Take the quiz to find out!](#)

# The sunflower story



Sunflowers 🌻 turn according to the position of the sun. In other words, they “chase the light.” You might already know this, but there is another fact that you probably do not know...

Have you ever wondered what happens on cloudy and rainy days when the sun is completely covered by clouds? This is an interesting question. Perhaps you think the sunflower withers or turns its head towards the ground, that’s incorrect! Instead, they turn towards each other to share their energy. Nature’s perfection is amazing. Now let’s apply this reflection to our lives. Many people may become low-spirited. This pandemic has impacted all of us. How about following the example of the beautiful sunflowers, i.e., “supporting and empowering each other” Nature has so much to teach us.

Wishing you a sunflower moment today. 🌻 Turn towards each other on the harder days. It will energize you.

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**Elder Abuse  
Prevention  
Across the  
Generations**



**Protect Our Seniors**  
Help stop Elder Abuse

Over the course of the past year, CHATS has been working to develop a series of interactive online workshops aimed at teaching “everyday folks” the basics of identifying and responding to elder abuse. *Elder Abuse Prevention Across the Generations* looks at what you can do to put a stop to the subtle and not so subtle abuse of our elders. We’ve even devoted a section of our website just to this important topic. **Workshops are free of charge! Check them out on page one of this newsletter or on our website link: <https://chats.on.ca/elder-abuse-workshops/> Pass it on!**

## Pandemic Update

We've talked about the Disaster & Emergency Plan. Did you know CHATS also has a long-standing **Pandemic Plan**? Among other things, the Plan identifies our essential programs and lays out strategies to address a variety of situations, including staff absences due to illness. While no one expected a multi-year pandemic emergency, CHATS has been staying ahead of the curve by carefully following our Pandemic Plan and aligning carefully with Public Health guidelines to adapt programming based on the changing conditions of the pandemic in Ontario.

At the onset of the pandemic, CHATS' **Pandemic Leadership Team** (PLT) began daily meetings to review current government and Public Health guidance, gather program and personnel updates and problem solve. The team consists of CHATS Leadership Team as well as program leads from across the agency. Some examples of work done by the PLT include:

- Decisions around the **use and acquisition of personal protective equipment** (PPE) which have allowed our staff, volunteers and clients to remain safe during the delivery of programs and services.
- Decisions around **program adaptations** such as contact free delivery that have allowed essential supports like Meals on Wheels and grocery delivery to continue.
- Decisions around **program closures and capacity** relating primarily to Transportation, Adult Day Programs and In-Person Social & Wellness programs in the community.
- Collaboration in the development of **CHATS Vaccination Policy**
- Direction and support for the use of and follow up to **CHATS Health Screening protocols**
- Decisions around **Volunteer roles** with a view to striking a balance between the need for support, the desire for Volunteers to contribute and our priorities around safety.

## Current Status of CHATS Programs & Services

**Adult Day Programs** – most are open, operating at reduced capacity

**Assisted Living** – on-going, no change to supports provided

**Caregiver Relief (Respite)** – on-going, no change

**Caregiver Support & Education** – on-going using telephone and virtual communication, working on opening up to in-person

**Grocery Delivery** – free delivery is available of on-line orders\*; in-store shopping is not available

**Home at Last** – on-going

**Home Adaptation and Maintenance** – on-going

**Hoarding and De-cluttering** – on-going

**Home Help** – on-going, waitlisted in most areas, in-store grocery shopping is not available

**Meals on Wheels** – on-going, operating with contact free protocols

**Personal Care & Personal Support** – on-going

**Social, Wellness & Diversity Programs** – programs are operating virtually and/or by telephone; gradual resumption of in-person programs beginning Friday, February 4, 2022.

**Transportation** – essential medical drives only with CHATS paid drivers (working on a plan to bring back our awesome Volunteer Drivers!

**Visiting** – on-going via telephone and virtual, no in-person visits.

\*seniors needing help to place an online order can contact the office to make this request.

### ***Vaccinations – have you had yours?***

CHATS Vaccination Policy indicates that all volunteers MUST be vaccinated and provide PROOF of vaccination in order to provide client-facing support. To send in your proof, email: [proofvaccine@chats.on.ca](mailto:proofvaccine@chats.on.ca)



***Don't forget your flu shot!***

# Your Role in Preventing the Spread of COVID-19

We all have an important role to play in preventing and containing the spread of COVID-19 (Corona virus). One of the most important practices in preventing the spread of any virus is risk assessment or screening. With this in mind, below, please self-assess to ensure you are healthy enough to attend your CHATS programs/service or any social or family events you may have planned.

- In the last 10 days, have you tested positive on a Rapid Antigen or PCR test?
- Do you or anyone in your household have any of the following symptoms:
  - Fever and/or chills
  - New onset of cough or barking cough or worsening chronic cough
  - Shortness of breath Decrease or loss of sense of taste or smell
- Or any **two** of the following:
  - Muscle Aches/joint pain
  - Extreme tiredness
  - Sore throat Runny or stuffy/congested nose
  - Headache (new, unusual or long lasting)
  - Nausea, vomiting and/or diarrhea
- Have you travelled outside of Canada in the last 14 days
- Have you or anyone in your household tested positive for COVID-19 in the past 10 days or been told to be isolating?
- Have you, anyone in your household, or anyone who has visited you had close contact with a confirmed case of COVID-19?

If you answered “YES” to any of the above, please **STAY HOME** and contact your supervisor and/or the IPAC nurse for direction. Depending on your travel history, you may be required to self-isolate.

## Standard practice in a post-pandemic world:

- Keep your distance: stay at least two meters away from others, even if they don't appear to be sick, since people can have the virus without symptoms.
- Wear a mask: wear a well-fitting three-layer mask, especially when you can't physically distance, or if you are indoors.
- Clean your hands before putting on and taking off a mask
- Avoid crowded places, poorly ventilated, indoor locations and avoid prolonged contact with others. Spend more time outdoors than indoors.
- Open windows when indoors to increase the amount of outdoor or fresh airflow
- Avoid touching surfaces, especially in public settings or health facilities. Clean surfaces with standard disinfectants.
- Frequently clean your hands with soap and water, or an alcohol-based hand rub. If you can, carry alcohol-based rub with you and use it often.
- If you develop symptoms or test positive for COVID-19, self-isolate until you recover.

## Contact Free Delivery Refresher:



If you are a Meals on Wheels, Grocery or Tablet Delivery Volunteer, **contact free delivery is a must!**

- Wear your mask
- Practice hand hygiene before and after each delivery and when putting on or removing your mask
- Call or know to let the client know you are there
- Stay at least six feet back, leaving your items on the doorstep for clients to collect.