

# CORONAVIRUS COVID-19 UPDATE



Dear Friend of WoodGreen,

It has now been several weeks since the COVID-19 global pandemic took hold here in our city. The WoodGreen Team has been working tremendously hard to mitigate the effects on all of you, our valued clients and care partners, while following strict physical distancing and other guidelines of our Public Health Officials.

WoodGreen takes the health and safety of our clients, staff and volunteers very seriously. We have been working around the clock with this rapidly changing situation to do everything we can to continue to operate to serve our most vulnerable clients.

To that end, we wanted to provide you with an update on our services.

We have tried our best to keep running our most essential services in person, and we have been striving to minimize disruption. However, unfortunately there have been, and will continue to be, some interruptions to services.

There may be a reduction in hours our Personal Support Workers can provide or there may be scheduling changes. There may also be changes in the way our Social Workers provide support including more telephone-based support. Our goal is to work with you and your caregivers to minimize the impact of these changes and continue to deliver the best care possible.

Please be assured that each of our Personal Support Workers (PSWs) has updated Infection Prevention and Control training, including training on the appropriate use of Personal Protective Equipment (PPE). **Please note that our staff teams use PPE only for those situations directed by public health.**

Our Central Intake remains open to support clients in obtaining current information on WoodGreen services. Additionally, the **Toronto Seniors Help line is also available by calling 416-217-2077** for seniors needing phone support.

Our care partners play a critical role in keeping WoodGreen's clients safe. Thank you for your cooperation as we work together to make sure that everyone is being taken care of safely.

We also want to acknowledge our hundreds of PSWs in the field who continue to provide critical services to our clients in the community. If you see a PSW, please offer them words of thanks. They are the unsung heroes of our city, and that is especially true during this global pandemic.

**More information:**

Please visit our website at [www.woodgreen.org](http://www.woodgreen.org) for current information on changes to WoodGreen's programs and services. **Our office telephone number is 416-645-6000.**

If you need health advice about COVID or to learn more about Toronto's COVID Assessment Centres, please contact **Toronto Public Health at 416-338-7600.**

Sincerely,

A handwritten signature in black ink, appearing to read 'Ashnoor', written in a cursive style.

Ashnoor Rahim  
Vice President, Community Care Unit