

Pandemic Emergency Management – Challenge & Tested Solution

Challenge identified:

Managing Existing Staff/Resources

Solution:

Family compensation

- At the beginning of the Pandemic, Christian Horizons asked families if they would consider caring for their loved one at the family's home
 - They were provided with a non-taxable reimbursement for having their loved one at home, similar to Christian Horizons' Family Home model
- This was initially offered at beginning of the pandemic. People supported returned to their respective "congregate care" homes once infection rates stabilized and began to decrease.
 - Just before Christmas 2021, Christian Horizons offered this solution again.
 - Many families have pursued this option

Steps to Implement:

1. Reached out to families
 - Hosted frequent webinars for staff, families and people who use services. Shared with families there.
2. Maintained regular contact with the people supported and families who brought their loved one home
3. Connected with person and family about a return to full supports
4. The person supported never lost their residential placements

Results

- How effective was this?
 - It has proven effective. A number of families chose to participate.
- Was this efficient? Was it quick to implement?
 - Yes. Changing the staffing model made certain things easier. It provided a capability to reduce staff for a time in certain settings.
- Would you recommend this to other agencies?
 - Yes.

Date: January 14, 2022

Person Consulted: Eugene Versteeg, Senior Vice President, Christian Horizons

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Additional Considerations:

Initial concerns are now addressed through updated Public Health guidelines (isolation period for returning individual's in no longer 14 days)

Lessons learned:

N/A

Further contact Person:

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