

From: Hobkinson, Christine (SOLGEN)
Sent: June 2, 2020 4:17 PM
To: Forbes, Barb (SOLGEN); Mitchell, Stephen (SOLGEN); Robertson, Todd (SOLGEN); Kasias, Dianne (SOLGEN)
Cc: Kulendran, Renu (SOLGEN); Vignarajah, Rosshane (SOLGEN); Todd, Bill (SOLGEN); Breitman, Alison (SOLGEN); Attwood, Emily (SOLGEN); Maksymuik, Amanda (SOLGEN); Welch, Gina (SOLGEN); SolGenCRT (SOLGEN); McDonald, Laura (TBS); Luong, David (SOLGEN); Shin, Elaine (SOLGEN); Payne, Dale (SOLGEN); Okada, Marc (SOLGEN); Betts, Breanne (MCCSS); Joseph, Jordana (SOLGEN); Mirkhaef, Laily (SOLGEN); Pasea, Felicia (SOLGEN); Panton, Veronica (SOLGEN); Moorcroft, Michelle (MCCSS); Hume, Jessica (SOLGEN); Nowak, Bart (SOLGEN); Wilson, John (SOLGEN)
Subject: ADM-Community Services Memo - Voluntary Testing - Updates and Requisition Forms
Attachments: ADM-CS Memo - Voluntary Testing - Community Services - Updates - June 2 2020.pdf; CSPP-W-2020-01 - Probation and Parole Staff - West.pdf; CSPP-E-2020-01 - Probation and Parole Staff - East.pdf; CSPP-C-2020-01 - Probation and Parole Staff - Central.pdf; CSPP-N-2020-01 - Probation and Parole Staff - North.pdf
Importance: High
Follow Up Flag: Follow up
Flag Status: Flagged

For distribution to Community Services Staff

Good afternoon, CS Regional Directors.

On behalf of Renu, please see the attached ADM-CS Memo re: Voluntary COVID-19 Testing Updates, as well as specific COVID-19 Virus Test Requisition Forms for each CS Region.

Thank you,
Christine

Christine Hobkinson
A/Strategic Advisor to the Assistant Deputy Minister, Community Services
Assistant Deputy Minister's Office, Community Services Division
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150 Dufferin Ave, Suite 704
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s.14(1)(i)
s.14(1)(l)

Email: christine.hobkinson@ontario.ca



If you have any accommodation needs or require communication supports or alternate formats, please kindly let me know.

From: Hobkinson, Christine (SOLGEN)

Sent: May 28, 2020 10:00 AM

To: Forbes, Barb (SOLGEN) <Barb.Forbes@ontario.ca>; Mitchell, Stephen (SOLGEN) <Stephen.Mitchell@ontario.ca>; Jeffrey, Jennifer (SOLGEN) <Jennifer.Jeffrey@ontario.ca>; Robertson, Todd (SOLGEN) <Todd.Robertson@ontario.ca>; Kasias, Dianne (SOLGEN) <Dianne.Kasias@ontario.ca>

Cc: Kulendran, Renu (SOLGEN) <Renu.Kulendran@ontario.ca>; Vignarajah, Rosshane (SOLGEN) <Rosshane.Vignarajah@ontario.ca>; Todd, Bill (SOLGEN) <Bill.Todd@ontario.ca>; Breitman, Alison (SOLGEN) <Alison.Breitman@ontario.ca>; Attwood, Emily (SOLGEN) <Emily.Attwood@ontario.ca>; Maksymuik, Amanda (SOLGEN) <Amanda.Maksymuik@ontario.ca>; Welch, Gina (SOLGEN) <Gina.Welch@ontario.ca>; SolGenCRT (SOLGEN) <SolGenCRT@ontario.ca>; McDonald, Laura (TBS) <Laura.McDonald@ontario.ca>; Luong, David (SOLGEN) <David.Luong@ontario.ca>; Shin, Elaine (SOLGEN) <Elaine.Shin@ontario.ca>; Payne, Dale (SOLGEN) <Dale.Payne@ontario.ca>; Okada, Marc (SOLGEN) <Marc.Okada@ontario.ca>; Betts, Breanne (MCCSS) <Breanne.Walt@ontario.ca>; Joseph, Jordana (SOLGEN) <Jordana.Joseph@ontario.ca>; Mirkhaef, Laily (SOLGEN) <Laily.Mirkhaef@ontario.ca>; Pasea, Felicia (SOLGEN) <Felicia.Pasea@ontario.ca>; Panton, Veronica (SOLGEN) <Veronica.Panton@ontario.ca>; Moorcroft, Michelle (MCCSS) <Michelle.Moorcroft@ontario.ca>; Hume, Jessica (SOLGEN) <Jessica.M.Hume@ontario.ca>

Subject: ADM-Community Services Memo - Testing Strategy in CS

For distribution to Community Services Staff

Good morning, CS Regional Directors.

On behalf of Renu, please see the attached ADM-CS Memo regarding SolGen's Testing Strategy for CS staff.

Please note that further instructions regarding testing and tracking are forthcoming, and we'll update you as soon as possible.

Thank you,
Christine

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s.14(1)(i)

s.14(1)(l)



If you have any accommodation needs or require communication supports or alternate formats, please kindly let me know.

Office of the
Assistant Deputy Minister

Bureau du sous-ministre adjoint

Community Services

25 Grosvenor Street, 17th Floor
Toronto ON M7A 1Y6
Telephone: (519) 675-4742
Fax: (519) 661-6182

Services communautaires

25 rue Grosvenor, 17^{ème} étage
Toronto ON M7A 1Y6
Téléphone: (519) 675-4742
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Mailing Address

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London, ON N6A 5N6

Adresse postale

150 rue Dufferin Suite 704
London, ON N6A 5N6

June 2, 2020

MEMORANDUM TO: SOLGEN Community Services Staff

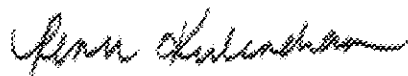
SUBJECT: Voluntary COVID-19 Testing – Updates and Community Services Requisition Forms

Further to my May 28, 2020 memo regarding COVID-19 testing, staff working in probation and parole offices who believe that they have been exposed to the virus, even if they are asymptomatic, are eligible for asymptomatic risk-based testing. Staff should seek voluntary testing at their local testing centres. Staff may attend during work hours if they choose to do so and are encouraged to attend during their scheduled remote-work rotations whenever possible.

When voluntarily attending a testing centre, please ensure to bring your Ontario health card, and fill out the attached COVID-19 Virus Test Requisition Form associated with your regional workplace.

Ontario's approach to testing will continue to evolve, based on evidence from Ontario and other jurisdictions and the public health indicators that are being monitored closely. We remain committed to evaluating all measures to stop the spread of COVID-19 within our correctional system, protect all our workers, and help keep our communities safe.

Sincerely,



Renu Kulendran
ADM, Community Services

COVID-19 Virus Test Requisition

For laboratory use only
 Date received: **yyyy / mm / dd** PHOL No.:

ALL Sections of this form must be completed at every visit

1 - Submitter Lab Number (if applicable):

Ordering Clinician (required)
 Surname, First Name:
 OHIP/CPSO/Prof. License No.:
 Address:
 Postal code:
 Phone: (###) ###-#### Fax: (###) ###-####

cc **Hospital Lab (for entry into LIS)**
 Hospital Name:
 Address (if different from ordering clinician):
 Postal Code:
 Phone: (###) ###-#### Fax: (###) ###-####

cc **Other Clinician or ICP:**
 Surname, First name:
 OHIP/CPSO/Prof. License No.:
 Address:
 Postal code:
 Phone: (###) ###-#### Fax: (###) ###-####

2 - Patient Information

Health Card No.: Medical Record No.:

Last Name:
 First Name:
 Date of Birth: **yyyy / mm / dd** Sex: M F
 Address:
 Postal Code: Patient Phone No.:
 (###) ###-####
 Investigation / Outbreak No.: CSPP-W-2020-01

3 - Travel History

Travel to:
 Date of Travel: **yyyy / mm / dd** Date of Return: **yyyy / mm / dd**

4 - Exposure History

Exposure to probable, or confirmed case? Yes No
 Exposure details:
 Date of symptom onset of contact: **yyyy / mm / dd**

5 - Test(s) Requested

COVID-19 Virus Respiratory viruses check **ONLY** if required for hospitalized patient or those in group setting)

7 - Patient Setting / Type

Assessment Centre Family doctor / clinic Outpatient / ER not admitted

Only if applicable, indicate the group:

Healthcare worker Institution / all group living settings
 Inpatient (hospitalized) Confirmation (for use **ONLY** by a COVID testing lab). Enter your result (NEG/POS/ or IND)
 Inpatient (ICU / CCU)
 First Nations / Inuit
 Unhoused / shelter For clearance of disease
 ER - to be hospitalized Other (Specify):
 Deceased / Autopsy **Probation and Parole Staff Investigation**

6 - Specimen Type (check all that apply)

Specimen Collection Date: **yyyy / mm / dd** (required)

NPS in UTM Throat Swab in UTM Other (Specify):
 If possible: BAL Sputum

8 - Clinical Information

Asymptomatic Symptomatic
 Date of symptom onset: **yyyy / mm / dd**
 Fever / temperature, if known: Pneumonia
 Pregnant / also check if in labour: Cough
 Other (specify): Sore Throat

CONFIDENTIAL WHEN COMPLETED
 The personal health information is collected under the authority of the Personal Health Information Protection Act, s.36(1)(c)(iii) for the purpose of clinical laboratory testing. If you have questions about the collection of this personal health information please contact the PHO laboratory Manager of Customer Service at 416-235-6556 or toll free 1-877-604-4567. Form No. F-SD-SCG-4000 (04/13).

From: Vignarajah, Rosshane (SOLGEN)
Sent: June 3, 2020 9:15 AM
To: Robertson, Todd (SOLGEN); Forbes, Barb (SOLGEN); Mitchell, Stephen (SOLGEN); Kasias, Dianne (SOLGEN)
Cc: Hobkinson, Christine (SOLGEN)
Subject: For Distribution: Staff Voluntary Testing COVID-19 - EWU Supports
Attachments: COVID 19 staff voluntary testing package.pdf

Importance: High

Good morning everyone,

For distribution to all staff: EWU has kindly put together the attached support to all staff during the voluntary COVID-19 testing. Please have all managers forward the below and attached to all staff. Managers can also print the materials to put up in P&P offices.

Thanks,
Rosshane

Hello Managers, the below and the attached are for sharing with staff electronically and for printing and posting as you choose.

The Employee Wellness Unit has created a package to offer support to all staff during voluntary COVID 19 testing. Please see the attached package which includes the following information:

- 1) Feel Anxious COVER
- 2) CAMH COVID 19 Info Sheets
- 3) BEACON 1 pager (English and French)

If you would also kindly set out some of the EFAP cards and the Employee Wellness crisis cards (we included the relevant phone numbers on the cover sheet for the package however the cards have additional information) - that would be wonderful.

We truly appreciate your support in this endeavour.

FEEL ANXIOUS BECAUSE OF YOUR COVID-19 TEST?

It is normal to feel anxious about being diagnosed with the virus.

For your physical and mental health and well-being, you should come up with a coping plan to strengthen your resilience and reduce the impact of this stressful situation.

Helpful strategies may involve tackling the problems you are facing in a structured way (see attached: Dealing with problems in a structured way)

OR

Changing how you are thinking about what you are going through (see attached: Challenging worries and anxious thoughts).

HELPFUL NUMBERS

BOOTS ON THE GROUND

First responder peer support, 24/7
1-833-677-2668

BADGE OF LIFE CANADA

First responder peer and family resources
1-519-377-6959

PRIVATE MATTERS PSYCHOTHERAPY

Free 30 min sessions for first responders
905-681-7359

EMPLOYEE AND FAMILY ASSISTANCE PROGRAM

Counselling and other supports, 24/7
1-844-888-9142

STRONGER MINDS

Free digital program offering COVID 19-related guidance from mental health experts to help lift you up. See information attached or visit:

www.mindbeacon.com/strongerminds

Challenging worries and anxious thoughts

Coping with stress and anxiety during the COVID-19 pandemic

High levels of anxiety and stress are usually fuelled by the way we think. For example, you might be having thoughts such as “I am going to die” or “There is nothing I can do” or “I won’t be able to cope.” These thoughts can be so strong that you believe them to be true.

However, not all our thoughts are facts; many are simply beliefs that we hold. Sometimes we have held these beliefs for so long that they feel like facts. How do we know if our thoughts are true or are just beliefs we’ve grown used to? Here are some ways to work through and challenge your worries and anxious thoughts.

- Start with catching your thoughts. When you are feeling anxious or stressed, stop and write down what you are thinking. There may be more than one thought going through your mind when you are feeling anxious. (Hint: Your thought might sound something like “What if ...” or “I’m worried that ...”)
- Once you have identified a thoughts, challenge it. Ask yourself:
 - Is this thought true?
 - How do I know it’s true?
 - Is it 100% true and always true?
 - What is the evidence for the thought?
 - What is the evidence against the thought?
 - Has the thing I’m worried about ever happened before?
 - What actually happened?
 - How did I cope? What was the end result?
- If you find it hard to let go of worrying, ask yourself, “What does worrying do for me? Is worrying actually helping me solve a problem or is it keeping me stuck and feeling anxious?”
- Ask yourself how helpful it is to keep thinking this way?
- After working through these approaches, see if you can come up with a more balanced thought. For example, “I am elderly, and so many older people are getting extremely ill. I could die from this” could be replaced with “I am elderly, but I am also taking all of the recommended precautions, I have a good support network, and I am taking steps to stay healthy. I am extremely likely to get through this and be fine.

Dealing with problems in a structured way

Coping with stress and anxiety during the COVID-19 pandemic

All the issues you might need to address during this pandemic situation may feel overwhelming. It can be useful to identify which things are actually problems that need to be solved or addressed, and which are just worries that are not necessarily grounded in reality. Here are some steps you can take to resolve issues that come up for you.

1. Take some time to identify what you feel are problems. As we deal with the COVID-19 pandemic, planning for self-isolation or quarantine might be something you identify. What concerns are causing you stress or anxiety?
2. Break each problem down into smaller parts, so you don't feel so overwhelmed. Think about what parts of the issue are most immediate and urgent: what needs to be done now, what can be tackled tomorrow, and what can be delayed or even dropped completely because it doesn't really matter in the long run.
3. Brainstorm some options that can help address the problem. List all possible options.
4. Identify the pros and cons of each option.
5. Narrow down to the best option you have.
6. Put the solution into practice and see how it goes. Did it solve the problem? Did it help a bit? Do you need to adjust the solution or consider another solution from your list?
7. Ask others how they see your "problem"? If they agree that it is a real problem, ask for feedback on your solution.
8. Consider writing things down—putting this process down on paper. You can cross off tasks as you do them. This can help you feel you are getting things resolved and can combat feelings of helplessness.
9. If you may need to plan for self-isolation or quarantine, do so ahead of time. Here are some resources that may be helpful:
 - **U.S. Centers for Disease Control and Prevention (CDC)**
 - **Conference Board of Canada**

For all of us, COVID-19 means uncertainty like never before.

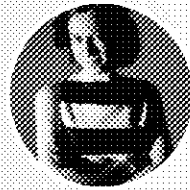
Return to *I can get through this*,
with guidance every day from
the BEACON team of experts.



Acceptance and Mindfulness
with Dr. Andrew Gentile



Better Sleep
with Dr. Leorra Newman



Mental Wellbeing
with Dr. Cristina Busia



Building Resilience
with Dr. Peter Panoulas

Nurturing Kids
with Dr. Khush Amaria

Stronger Minds is a completely free digital program by BEACON, created to support all Canadians through the COVID-19 crisis.

Our team of psychologists will help you protect your emotional wellbeing, so you can regain the resilience to get through today – and tomorrow.

Get day-by-day guidance that you can use – all based on Canadians' concerns, and always adapting to new stresses as they arise.

Stronger Minds cuts through all the information overload, to provide relief from your everyday worries sparked by current events.

With **Stronger Minds**, you'll get:



Timely videos and quick reads from our mental health experts.



Activities to help you gain resilience.



Ask an Expert videos in response to questions we receive.

Stronger Minds is for all Canadians – on its own or with an existing course of mental health therapy. It is not mental health treatment.

→ **Join Stronger Minds today.**
mindbeacon.com/join-stronger-minds



beacon

stronger
minds

From: Hobkinson, Christine (SOLGEN)
Sent: April 30, 2020 2:35 PM
To: Forbes, Barb (SOLGEN); Robertson, Todd (SOLGEN); Mitchell, Stephen (SOLGEN); Kasias, Dianne (SOLGEN); Hayhow, Christie (SOLGEN); Pitfield, Daryl (SOLGEN); Ogilvie, Linda (SOLGEN); Mayoh, Melanie (SOLGEN); SolGenCRT (SOLGEN); Okada, Marc (SOLGEN); Payne, Dale (SOLGEN); Panton, Veronica (SOLGEN)
Cc: Kulendran, Renu (SOLGEN); Vignarajah, Rosshane (SOLGEN); Breitman, Alison (SOLGEN); Todd, Bill (SOLGEN)
Subject: Process for Sharing COVID-19-Related Offender Information - IS/Corporate Health Care/CS

Follow Up Flag: Follow up
Flag Status: Flagged

Hi everyone,

Please see the below document outlining the process for sharing COVID-19-related offender information between IS, CHC, and CS prior to and following an inmate's release. This document contains imbedded materials, which are also included below should you have any issues opening them.

IS, CHC, and CS, kindly distribute to your management teams and staff, as appropriate.

Process for Sharing COVID-19-Related Offender Information:



Attachment 1: Discharge Information for Community Services Form



Attachment 2: Template Reporting Instructions Letter



Attachments 3 and 4: Public Health Agency of Canada Fact Sheets:



Thanks to everyone in IS, CHC, and CS for your input into this process, its much appreciated!

Christine

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s.14(1)(i)

s.14(1)(l)



If you have any accommodation needs or require communication supports or alternate formats, please kindly let me know.

**Process for Sharing COVID-19-Related Offender Information
in Correctional Services**


The following processes are intended to supplement ongoing corporate disclosure and discharge planning work and assist with sharing relevant COVID-19-related offender information between Institutional Services (IS), Community Services (CS), and Corporate Health Care (CHC):


- A. Pre-release: when an offender is to be released from an institution and droplet/contact precautions related to COVID-19 are in place requiring continued medical isolation and self-monitoring (COVID-19) post-discharge, and/or
- B. Post-release: when an offender has already been released from an institution, and health information becomes known related a requirement to self-isolate and self-monitor.

The responsibility is shared between IS, CS, and CHC to collaborate and communicate relevant information to protect the health and safety of staff, offenders, and the public, and prevent the spread of COVID-19. The following processes are intended to guide staff and mitigate identifiable risks. The processes may be modified as operationally required. Please speak to your manager with any questions.

A. INFORMATION SHARING – PRE-RELEASE

As Soon as Possible Prior to an Offender’s Release from an Institution:



| Step | Who is Responsible | Action Required | Relevant Documents/Comments |
|---|---|--|---|
| 1. “Discharge Information for Community Services Form” | Health Care Staff at relevant institution | <ul style="list-style-type: none"> • Complete “Discharge Information for Community Services Form” • Email Form to all key CS contacts listed in the Form | Discharge Information for Community Services Form  Discharge Information for Com <ul style="list-style-type: none"> • NOTE – where appropriate, offenders are provided with health information regarding COVID-19 prior to leaving the institution. |
| | Key CS Regional Contacts | <ul style="list-style-type: none"> • Immediately email the completed form to the appropriate Probation and Parole Office Area Manager, PPO and ILO as necessary. | |

| | | | |
|--|-------------------------------------|--|--|
| 2. "Reporting Instructions upon Release from Custody Letter" | Probation and Parole Officer (PPO) | <ul style="list-style-type: none"> Immediately complete the "Reporting Instructions upon Release from Custody Letter" Email Letter to the ILO at the relevant institution. | Reporting Instructions upon Release from Custody Letter  Template Letter - Reporting Instructio |
| | Institutional Liaison Officer (ILO) | <ul style="list-style-type: none"> ILO to provide Letter and verbal instructions to the offender at the institution prior to their release. | |

B. INFORMATION SHARING – POST-RELEASE

Offender has Already Been Released from Institution, and Possible COVID-19 Exposure is Subsequently Discovered

| Step | Who is Responsible | Action Required | Relevant Documents/Comments |
|--|---|--|---|
| 1. CS to Gather Information from Health Care | <p>CS management (Area Manager or Regional Office), copying supervising PPO, as required</p> <p>Health Care Manager</p> | <ul style="list-style-type: none"> CS to gather relevant information from the following (via call or email): <ul style="list-style-type: none"> Health Care Manager at the relevant institution, and IS management, if necessary. Health Care Manager to provide relevant information regarding the offender(s) to CS, including: <ul style="list-style-type: none"> Whether offender was on medical isolation prior to release Whether offender should self-isolate or self-monitor since being released Parties to discuss any additional information that may be relevant to continuity of care, or will assist with community services planning purposes. | <ul style="list-style-type: none"> Internal information sharing between Health Care/IS and CS will inform decisions re: appropriate reporting instructions for offenders. If PHU input is required, CS may contact PHU for consultation as necessary. PHU will follow their usual processes and contact the offender(s) directly. PHU may contact CHC/CS as necessary. |

| | | | |
|---|---|--|--|
| <p>2. CS to Take Appropriate Action Based on Information Provided by Health Care</p> | <p>CS management (Area Manager or Regional Office) and supervising PPO, as required</p> | <ul style="list-style-type: none"> • Depending on specific circumstances and information provided by the Health Care Manager, CS management and/or the supervising PPO may need to take follow-up action. • Appropriate steps, <i>may</i> include: • CS management: <ul style="list-style-type: none"> ○ Providing appropriate notifications to staff ○ Liaising with SolGen Facilities Branch to initiate additional cleaning • PPO: <ul style="list-style-type: none"> ○ Providing appropriate reporting instructions to the offender ○ Consider providing appropriate <i>publicly available</i> COVID-19 health information and resources to the offender, if needed or requested by offender. • This list is not exhaustive | <p>Publicly available resources:</p> <ul style="list-style-type: none"> • Public Health Agency of Canada's Fact Sheet: "How to Isolate at Home When you may have COVID-19"  covid-19-how-to-isolate-at-home-eng.t • Public Health Agency of Canada's Fact Sheet: "How to Quarantine (Self-Isolate) At Home When You May Have Been Exposed and Have No Symptoms"  COVID-19 fact sheet - exposed with • NOTE – Each situation will vary depending on individual circumstances and the information provided by Health Care Managers. |
|---|---|--|--|

| Helpful Contacts | Links |
|---|---|
| CS contacts for "Discharge Information for CS Form" | Rosshane.Vignarajah@ontario.ca (ADMO) Christine.Hobkinson@ontario.ca (ADMO) isabelle.Richard@ontario.ca (NR) Lina.ElWanni@ontario.ca (WR) Maureen.Francis@ontario.ca (CR) Andree.Calvin@ontario.ca (ER) |
| CS Regional Directors or Managers | Refer to the SolGen Directory and search by Regional Office or Probation and Parole |
| IS Regional Directors or Managers | Refer to the SolGen Directory and search by Regional Office, or Institution |
| Health Care Managers | Refer to the SolGen Directory and search by Regional Office, or Institution |
| CHC | Refer to the SolGen Directory – Linda.Ogilvie@ontario.ca is primary contact |
| PHU | Refer to the link for more information about, and contact information for, PHUs |

| | |
|---------------------------|--------------------------------|
| Inmates Name (last/first) | Institution: |
| OTIS# | Release Date: (MM/dd/yyyy): |

A. INSTRUCTIONS:

1. A nurse **MUST** complete this form for all inmates who are released while still on medical isolation or to self monitor (COVID-19)
2. This completed form **MUST** be emailed to everyone's email in the box below when the release date is known, and preferable prior to release date.

| | |
|--------------------------------|--------------------------------|
| Rosshane.Vignarajah@ontario.ca | Christine.Hobkinson@ontario.ca |
| Isabelle.Richard@ontario.ca | Lina.ElWanni@ontario.ca |
| Maureen.Ennis@ontario.ca | Andrea.Calvin@ontario.ca |

B. Inmate on Medical Isolation on Release **Yes** **No**

OR

Inmate to Self-Monitor on Release **Yes** **No**

If YES please complete the following:

1. Inmate to continue to self isolate until _____ (date MM/dd/yyyy)
2. Provided with the following, please check:

- How to Self-Isolate
- One Mask
- When and How to Wear a Mask
- How to Self-Monitor
- Medication supply for _____ days
- Medication prescription faxed to community pharmacy
- Local public health unit phone number provided

3.

| |
|---|
| Include the Inmate's Proposed Address Below if known: (if they do not have a fixed address, include the shelter/housing where they will be residing) |
| |

Additional Information:

| Print name of nurse completing: | Signature | Date & Time |
|---------------------------------|-----------|-------------|
| 1. | | |
| 2. | | |

**Ministry of the Solicitor
General**

**Ministère du Solliciteur
général**



Welland Probation and Parole

Bureau de probation et de
libération conditionnelle
Welland

Suite 303
3 Cross Street
Welland, ON L3B 5X6

Suite 303
3 Cross Street
Welland, ON L9C 3A3

Telephone: 905-735-1660
Facsimile: 905-735-5665

Téléphone: 905-735-1660
Télécopieur:

Memorandum

TO/À: [Client Name]
[OTIS #]

FROM/DE: [PPO Name]

DATE:

SUBJECT/SUJET: Reporting Instructions upon Release from Custody

Mr. or Ms. [surname],

You are directed to report to the [PROBATION OFFICE] at the below address in person on (DATE) to your supervising officer [PPO NAME] or the designated Duty Officer. If you were advised by the Institution to self-isolate following your release from custody, please contact the probation office by telephone within 48 hours of release or on the first business day.

[PROBATION OFFICE ADDRESS]
[TELEPHONE]

Please be advised that failure to report as directed may result in a breach of probation charge being laid against you, for which the maximum penalty is 4 years imprisonment and/or a \$5000 fine as per section 733.1(1) of the Criminal Code of Canada

In response to COVID-19 we are asking that if you answer yes to any of the following questions, that you contact the Probation and Parole Officer prior to reporting to the office.

Are you feeling unwell with any of the following symptoms?

- Fever, new cough or difficulty breathing
- Unexplained muscle aches or fatigue
- Other signs of new onset illness such as sore throat or diarrhea

Have you experienced any of the following exposure risks?

- Close contact with a person who has been diagnosed with COVID-19 (for example, someone in your household)
- Close contact with a person who is sick with respiratory symptoms (for example, fever, cough or difficulty breathing) or who recently travelled outside of Canada

Sincerely,

[PPO NAME]
Probation and Parole Officer

CORONAVIRUS DISEASE (COVID-19)

HOW TO ISOLATE AT HOME

WHEN YOU MAY HAVE COVID-19

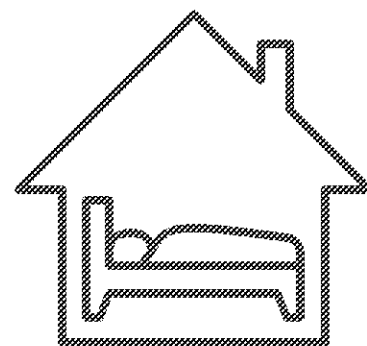
Isolation means staying at home when you have a symptom of COVID-19 and it is possible that you have been exposed to the virus. By avoiding contact with other people, you help prevent the spread of disease to others in your home and your community.

You must:

- go **directly home and/or stay at home** if you have:
 - been diagnosed with COVID-19, or are waiting to hear the results of a lab test for COVID-19
 - × any symptom of COVID-19, even if mild, and have
 - been in contact with a suspected, probable or confirmed case of COVID-19
 - been told by public health (directly, through public communications or through a **self-assessment tool**) that you may have been exposed to COVID-19
 - × returned from travel outside Canada with symptoms of COVID-19 (mandatory)*
- monitor your symptoms as directed by your healthcare provider or **Public Health Authority** until they advise you that you are no longer at risk of spreading the virus to others
- immediately contact your healthcare provider or **Public Health Authority** and follow their instructions if your symptoms get worse

Limit contact with others

- Do not leave home unless it's to seek medical care.
 - Do not use public transportation (e.g. buses, taxis).
 - Arrange to have groceries and supplies dropped off at your door to minimize contact.
 - Stay in a separate room and use a separate bathroom from others in your home, if possible.
 - If you have to be in contact with others, practise **physical distancing** and keep at least 2 metres between yourself and the other person.
 - Avoid contact with individuals with chronic conditions, compromised immune systems and older adults.
- Keep any interactions brief and wear a medical mask if available, or if not available, a **non-medical mask or facial covering** (i.e., **constructed** to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops) when coughing, sneezing or if you need to be in the same room with others in the home.
 - Follow instructions online for the **safe use and disposal or laundering of face masks**, or as provided by your **Public Health Authority**.
 - Avoid contact with animals, as there have been several reports of people transmitting COVID-19 to their pets.



Keep your hands clean

- ▶ **Wash your hands often** with soap and water for at least 20 seconds, and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
- ▶ You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- ▶ Avoid touching your eyes, nose and mouth.
- ▶ Cough or sneeze into the bend of your arm into a tissue.

Avoid contaminating common items and surfaces

- ▶ At least once daily, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs, phones and television remotes.
- ▶ Do not share personal items with others, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- ▶ To disinfect, use only **approved hard-surface disinfectants** that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved and safe for use in Canada.
- ▶ Place contaminated items that cannot be cleaned in a lined container, secure the contents and dispose of them with other household waste.
- ▶ Put the lid of the toilet down before flushing.

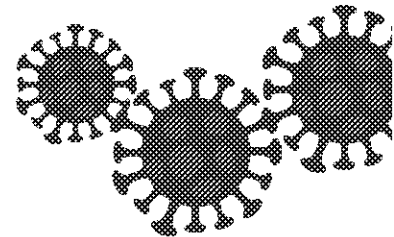
- ▶ Wearing a face mask, including a **non-medical mask or facial covering** (i.e., constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops), may trap respiratory droplets and stop them from contaminating surfaces around you - but wearing a mask does not reduce the need for cleaning.

Care for yourself

- ▶ Monitor your symptoms as directed by your healthcare provider or **Public Health Authority**.
- ▶ If your symptoms get worse, immediately contact your health care provider or public health authority and follow their instructions
- ▶ Get some rest, eat a balanced diet and stay in touch with others through communication devices.

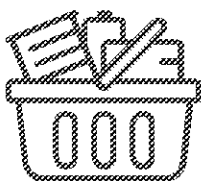
* Quarantine Act

The Government of Canada is implementing an Emergency Order under the Quarantine Act that requires persons entering Canada—whether by air, sea or land—to isolate for 14 days if they have symptoms of COVID-19, in order to limit its introduction and spread. The 14-day period begins on the day the person enters Canada.



Supplies to have at home when isolating

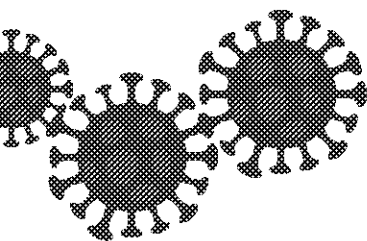
- Medical masks if available for the case and the caregiver if not available, *non-medical masks or facial covering* (i.e., *constructed* to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops)
- Eye protection (face shield or goggles) for use by caregiver
- Disposable gloves (do not re-use) for use by caregiver
- Disposable paper towels
- Tissues
- Waste container with plastic liner
- Thermometer
- Over the counter medication to reduce fever (e.g., ibuprofen or acetaminophen)
- Running water
- Hand soap
- Alcohol-based sanitizer containing at least 60% alcohol
- Dish soap
- Regular laundry soap
- Regular household cleaning products
- Hard-surface disinfectant, or if not available, concentrated (5%) liquid bleach and a separate container for dilution
- Alcohol prep wipes or appropriate cleaning products for high-touch electronics



**ARRANGE TO HAVE
YOUR GROCERIES
DELIVERED TO YOU**

**WE CAN ALL DO OUR
PART IN PREVENTING
THE SPREAD OF
COVID-19. FOR MORE
INFORMATION, VISIT**

Canada.ca/coronavirus
or contact
1-833-784-4397



CORONAVIRUS DISEASE (COVID-19): HOW TO QUARANTINE (SELF-ISOLATE) AT HOME WHEN YOU MAY HAVE BEEN EXPOSED AND HAVE NO SYMPTOMS

People with COVID-19 do not always recognize their early symptoms. Even if you do not have symptoms now, it is possible to transmit COVID-19 before you start showing symptoms or without ever developing symptoms.

You need to quarantine (self-isolate) for 14 days if, you:

- ▶ are returning from travel **outside of Canada** (mandatory quarantine)*
- ▶ had close contact with someone who has or is suspected to have COVID-19
- ▶ have been told by public health that you may have been exposed and need to quarantine (self-isolate)

Quarantine (self-isolate) means that, for 14 days you need to:

- ▶ **stay at home** and monitor yourself for **symptoms**, even just one mild symptom
- ▶ **avoid contact with other people** to help prevent transmission of the virus prior to developing symptoms or at the earliest stage of illness
- ▶ **do your part to prevent the spread of disease** by practicing **physical distancing** in your home

If you start to develop symptoms within 14 days of your quarantine, you must:

- ▶ **isolate** yourself from others as soon as you notice your first symptom
- ▶ immediately call a health care professional or **public health authority** to discuss your symptoms and travel history, and follow their instructions carefully

You can also use the **online self-assessment tool** (if available in your province or territory) to determine if you need further assessment or testing for COVID-19.

Note: If you are living with a person who is isolated because they have or are suspected to have COVID-19, your self-isolation period may be extended beyond 14 days. Seek direction from your **public health authority**.

To quarantine (self-isolate), take the following measures:

LIMIT CONTACT WITH OTHERS

- ▶ Stay at home or the place you are staying in Canada (do not leave your property).
- ▶ Only leave your home for medically necessary appointments (use private transportation for this purpose).
- ▶ Do not go to school, work, other public areas or use public transportation (e.g., buses, taxis).
- ▶ Do not have visitors.
- ▶ Avoid contact with older adults, or those with medical conditions, who are at a higher risk of developing serious illness.
- ▶ Avoid contact with others, especially those who have not travelled or been exposed to the virus.
- ▶ If contact cannot be avoided, take the following precautions:
 - ✦ keep at least 2 metres between yourself and the other person
 - ▶ keep interactions brief
 - ✦ stay in a separate room and use a separate bathroom, if possible
- ▶ Some people may transmit COVID-19 even though they do not show any symptoms. Wearing a **non-medical mask or face covering** (i.e., **constructed** to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops) if close contact with others cannot be avoided, can help protect those around you.
- ▶ Avoid contact with animals, as there have been several reports of people transmitting COVID-19 to their pets.



THINGS YOU CAN DO WHILE IN QUARANTINE (SELF-ISOLATION)

While keeping a physical distance of 2 metres from others, you can:

- ▶ greet with a wave instead of a handshake, a kiss or a hug
- ▶ ask family, a neighbour or friend to help with essential errands (e.g., picking up prescriptions, buying groceries)
- ▶ use food delivery services or online shopping
- ▶ exercise at home
- ▶ use technology, such as video calls, to keep in touch with family and friends through online dinners and games
- ▶ work from home
- ▶ on your own property only: go outside on your balcony or deck, walk in your yard or get creative by drawing chalk art or running back yard obstacle courses and games

KEEP YOUR HANDS CLEAN

- ▶ **Wash your hands often** with soap and water for at least 20 seconds, and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
- ▶ You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- ▶ Avoid touching your eyes, nose and mouth.
- ▶ Cough or sneeze into the bend of your arm or into a tissue.

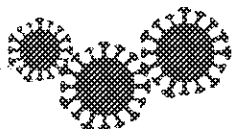
KEEP SURFACES CLEAN AND AVOID SHARING PERSONAL ITEMS

- ▶ At least once daily, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs, phones and television remotes.
- ▶ To disinfect, use only **approved hard-surface disinfectants** that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved and safe for use in Canada.

- ▶ When approved hard surface disinfectants are not available, for household disinfection, a diluted bleach solution can be prepared in accordance with the instructions on the label, or in a ratio of 5 millilitres (mL) of bleach per 250 mL of water OR 20 mL of bleach per litre of water. This ratio is based on bleach containing 5% sodium hypochlorite, to give a 0.1% sodium hypochlorite solution. Follow instructions for **proper handling of household (chlorine) bleach**.
- ▶ If they can withstand the use of liquids for disinfection, high-touch electronic devices (e.g., keyboards, touch screens) may be disinfected with 70% alcohol at least daily.
- ▶ Do not share personal items with others, such as toothbrushes, towels, bed linen, non-medical masks or face coverings, utensils or electronic devices.

MONITOR YOURSELF FOR SYMPTOMS

- ▶ Monitor yourself for symptoms, particularly fever and respiratory symptoms such as coughing or difficulty breathing.
- ▶ Take and record your temperature daily (or as directed by your **public health authority**) and avoid using fever-reducing medications (e.g. acetaminophen, ibuprofen) as much as possible. These medications could mask an early symptom of COVID-19.



WORK-RELATED TRAVEL FOR ESSENTIAL WORKERS

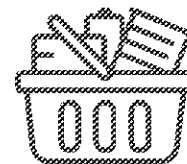
Certain persons who cross the border regularly to ensure the continued flow of goods and **essential services**, or individuals who receive or provide other essential services to Canadians, are exempt from needing to quarantine (self-isolate) due to travel outside of Canada, as long as they are asymptomatic (do not have symptoms of COVID-19).

They must:

- ▶ practise **physical (social) distancing**
- ▶ self-monitor for **symptoms** (if you develop a symptom, follow the instructions of your local **public health authority**)
- ▶ stay in your place of residence as much as possible.
- ▶ If you have been instructed by public health to quarantine for any other reason (for example, you have been in close contact with a case), inform your local public health authority of your status as an essential worker and follow their directions.
- ▶ We can all do our part in preventing the spread of COVID-19

SUPPLIES TO HAVE AT HOME WHEN IN QUARANTINE (SELF-ISOLATION)

- **Non-medical mask or face covering** (i.e., constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops)
- Disposable paper towels
- Thermometer
- Running water
- Hand soap
- Alcohol-based sanitizer containing at least 60% alcohol
- Dish soap
- Regular laundry soap
- Regular household cleaning products
- Hard-surface disinfectant that has a Drug Identification Number (DIN), or if not available, concentrated (5%) liquid bleach and a separate container for dilution
- Appropriate cleaning products for high-touch electronics



* QUARANTINE ACT

The Government of Canada has implemented an Emergency Order under the Quarantine Act that requires persons entering Canada—whether by air, sea or land—to quarantine (self-isolate) themselves for 14 days if they are asymptomatic in order to limit the introduction and spread of COVID-19.

The 14-day period begins on the day the person enters Canada.

WE CAN ALL DO OUR PART IN PREVENTING THE SPREAD OF COVID-19. FOR MORE INFORMATION, VISIT

Canada.ca/coronavirus
or contact
1-833-784-4397

From: Hobkinson, Christine (SOLGEN)
Sent: May 14, 2020 10:11 AM
To: Forbes, Barb (SOLGEN); Robertson, Todd (SOLGEN); Mitchell, Stephen (SOLGEN); Kasias, Dianne (SOLGEN); Hayhow, Christie (SOLGEN); Pitfield, Daryl (SOLGEN); Ogilvie, Linda (SOLGEN); Mayoh, Melanie (SOLGEN); Okada, Marc (SOLGEN); Payne, Dale (SOLGEN); Panton, Veronica (SOLGEN); Wingrove, Vanessa (SOLGEN)
Cc: Kulendran, Renu (SOLGEN); Vignarajah, Rosshane (SOLGEN); Breitman, Alison (SOLGEN); Todd, Bill (SOLGEN); Welch, Gina (SOLGEN); SolGenCRT (SOLGEN)
Subject: UPDATED - Process for Sharing COVID-19-Related Offender Information - IS/Corporate Health Care/CS

Follow Up Flag: Follow up
Flag Status: Flagged

****For distribution to IS, CHC, and CS management teams and staff, including Discharge Planners and Health Care Managers****

Good morning,

Further to the below, please see an updated document outlining the process for sharing COVID-19-related offender information between IS, CHC, and CS.

The key updates are:

- Reminder about importance of communicating information in a timely manner, and prior to an inmate's release from custody when possible.
- PPOs are now required to enter an alert into OTIS upon receipt of information from Health Care.
 - This should be done prior to an inmate's release, and it is important that PPOs also check OTIS alerts prior to meeting with clients.



Thank you for everyone's collaboration and continued commitment to timely communication of information. This will assist with mitigating the risk of potential COVID-19 exposure to staff and clients by ensuring that clients who should be self-isolating do not attend a probation and parole office prematurely.

Thanks again,
Christine

From: Hobkinson, Christine (SOLGEN)

Sent: April 30, 2020 2:35 PM

To: Forbes, Barb (SOLGEN) <Barb.Forbes@ontario.ca>; Robertson, Todd (SOLGEN) <Todd.Robertson@ontario.ca>; Mitchell, Stephen (SOLGEN) <Stephen.Mitchell@ontario.ca>; Kasias, Dianne (SOLGEN) <Dianne.Kasias@ontario.ca>; Hayhow, Christie (SOLGEN) <Christie.Hayhow@ontario.ca>; Pitfield, Daryl (SOLGEN) <Daryl.Pitfield@ontario.ca>; Ogilvie, Linda (SOLGEN) <Linda.Ogilvie@ontario.ca>; Mayoh, Melanie (SOLGEN) <Melanie.Mayoh@ontario.ca>; SolGenCRT (SOLGEN) <SolGenCRT@ontario.ca>; Okada, Marc (SOLGEN) <Marc.Okada@ontario.ca>; Payne, Dale (SOLGEN) <Dale.Payne@ontario.ca>; Panton, Veronica (SOLGEN) <Veronica.Panton@ontario.ca>
Cc: Kulendran, Renu (SOLGEN) <Renu.Kulendran@ontario.ca>; Vignarajah, Rosshane (SOLGEN) <Rosshane.Vignarajah@ontario.ca>; Breitman, Alison (SOLGEN) <Alison.Breitman@ontario.ca>; Todd, Bill (SOLGEN) <Bill.Todd@ontario.ca>
Subject: Process for Sharing COVID-19-Related Offender Information - IS/Corporate Health Care/CS

Hi everyone,

Please see the below document outlining the process for sharing COVID-19-related offender information between IS, CHC, and CS prior to and following an inmate's release. This document contains imbedded materials, which are also included below should you have any issues opening them.

IS, CHC, and CS, kindly distribute to your management teams and staff, as appropriate.

Process for Sharing COVID-19-Related Offender Information:



Attachment 1: Discharge Information for Community Services Form



Attachment 2: Template Reporting Instructions Letter



Attachments 3 and 4: Public Health Agency of Canada Fact Sheets:



Thanks to everyone in IS, CHC, and CS for your input into this process, its much appreciated!

Christine

Christine Hobkinson
A/Strategic Advisor to the Assistant Deputy Minister, Community Services
Assistant Deputy Minister's Office, Community Services Division
Ministry of the Solicitor General
150 Dufferin Ave, Suite 704
London | ON | N6A 5N6
Office: 519-661-1696

s.14(1)(i)

s.14(1)(l)

Email: christine.hobkinson@ontario.ca



If you have any accommodation needs or require communication supports or alternate formats, please kindly let me know.

**Process for Sharing COVID-19-Related Offender Information
in Correctional Services**


The following processes are intended to supplement ongoing corporate disclosure and discharge planning work and assist with sharing relevant COVID-19-related offender information between Institutional Services (IS), Community Services (CS), and Corporate Health Care (CHC):


- A. Pre-release: when an offender is to be released from an institution and droplet/contact precautions related to COVID-19 are in place requiring continued medical isolation and self-monitoring (COVID-19) post-discharge, and/or
- B. Post-release: when an offender has already been released from an institution, and health information becomes known related a requirement to self-isolate and self-monitor.

The responsibility is shared between IS, CS, and CHC to collaborate and communicate relevant information in a timely way prior to an inmate's release, where possible, in order to protect the health and safety of staff, offenders, and the public, and prevent the spread of COVID-19. The following processes are intended to guide staff and mitigate identifiable risks. The processes may be modified as operationally required. Please speak to your manager with any questions.

A. INFORMATION SHARING – PRE-RELEASE

As Soon as Possible Prior to an Offender's Release from an Institution:



| Step | Who is Responsible | Action Required | Relevant Documents/Comments |
|--|---|--|--|
| 1. "Discharge Information for Community Services Form" | Health Care Staff at relevant institution | <ul style="list-style-type: none"> • Complete "Discharge Information for Community Services Form" • Email Form to all key CS contacts listed in the Form | Discharge Information for Community Services Form  Discharge Information for Com <ul style="list-style-type: none"> • NOTE – where appropriate, offenders are provided with health information regarding COVID-19 prior to leaving the institution. |
| | Key CS Regional Contacts | <ul style="list-style-type: none"> • Immediately email the completed form to the appropriate Probation and Parole Office Area | |

| | | | |
|--|-------------------------------------|--|--|
| | | Manager for forwarding to the PPO and ILO as necessary. | |
| 2. OTIS Alert Entered | Probation and Parole Officer (PPO) | <ul style="list-style-type: none"> Prior to inmate's release from custody, assigned PPO enters alert into OTIS: <ul style="list-style-type: none"> "Communicable disease/droplet and contact precaution" (CDDC) | <ul style="list-style-type: none"> NOTE – All PPOs should check OTIS alerts prior to meeting with clients in-office. |
| 3. "Reporting Instructions upon Release from Custody Letter" | Probation and Parole Officer (PPO) | <ul style="list-style-type: none"> Immediately complete the "Reporting Instructions upon Release from Custody Letter" Email Letter to the ILO at the relevant institution. | Reporting Instructions upon Release from Custody Letter  Template Letter - Reporting Instructio |
| | Institutional Liaison Officer (ILO) | <ul style="list-style-type: none"> ILO to provide Letter and verbal instructions to the offender at the institution prior to their release. | |

B. INFORMATION SHARING – POST-RELEASE

Offender has Already Been Released from Institution, and Possible COVID-19 Exposure is Subsequently Discovered

| Step | Who is Responsible | Action Required | Relevant Documents/Comments |
|--|--|---|--|
| 1. CS to Gather Information from Health Care | CS management (Area Manager or Regional Office), copying supervising PPO, as required Health Care Manager | <ul style="list-style-type: none"> CS to gather relevant information from the following (via call or email): <ul style="list-style-type: none"> Health Care Manager at the relevant institution, and IS management, if necessary. Health Care Manager to provide relevant information regarding the offender(s) to CS, including: <ul style="list-style-type: none"> Whether offender was on medical isolation prior to release Whether offender should self-isolate or self-monitor since being released | <ul style="list-style-type: none"> Internal information sharing between Health Care/IS and CS will inform decisions re: appropriate reporting instructions for offenders. If PHU input is required, CS may contact PHU for consultation as necessary. PHU will follow their usual processes and contact the offender(s) directly. PHU |

| | | | |
|---|---|--|---|
| | | <ul style="list-style-type: none"> Parties to discuss any additional information that may be relevant to continuity of care, or will assist with community services planning purposes. | <p>may contact CHC/CS as necessary.</p> |
| <p>2. CS to Take Appropriate Action Based on Information Provided by Health Care</p> | <p>CS management (Area Manager or Regional Office) and supervising PPO, as required</p> | <ul style="list-style-type: none"> Depending on specific circumstances and information provided by the Health Care Manager, CS management and/or the supervising PPO may need to take follow-up action. Appropriate steps, <i>may</i> include: CS management: <ul style="list-style-type: none"> Providing appropriate notifications to staff Liaising with SolGen Facilities Branch to initiate additional cleaning PPO: <ul style="list-style-type: none"> Providing appropriate reporting instructions to the offender Consider providing appropriate <i>publicly available</i> COVID-19 health information and resources to the offender, if needed or requested by offender. This list is not exhaustive | <p>Publicly available resources:</p> <ul style="list-style-type: none"> Public Health Agency of Canada's Fact Sheet: "How to Isolate at Home When you may have COVID-19"  <small>covid-19-how-to-isolate-at-home-eng.t</small> Public Health Agency of Canada's Fact Sheet: "How to Quarantine (Self-Isolate) At Home When You May Have Been Exposed and Have No Symptoms"  <small>COVID-19 fact sheet - exposed with</small> NOTE – Each situation will vary depending on individual circumstances and the information provided by Health Care Managers. |

| Helpful Contacts | Links |
|---|---|
| CS contacts for "Discharge Information for CS Form" | Rosshane.Vignarajah@ontario.ca (ADMO) Christina.Hobkinson@ontario.ca (ADMO) isabelle.Richard@ontario.ca (NR) Lina.ElWanni@ontario.ca (WR) Maureen.Ernst@ontario.ca (CR) Andrea.Calvin@ontario.ca (ER) |
| CS Regional Directors or Managers | Refer to the SolGen Directory and search by Regional Office or Probation and Parole |
| IS Regional Directors or Managers | Refer to the SolGen Directory and search by Regional Office, or Institution |
| Health Care Managers | Refer to the SolGen Directory and search by Regional Office, or Institution |
| CHC | Refer to the SolGen Directory – Linda.Ogilvie@ontario.ca is primary contact |
| PHU | Refer to the link for more information about, and contact information for, PHUs |

s.N/R

s.21(1)

s.21(2)(f)

s.21(3)(a)

CS does not track testing of clients in the community per se as this is personal health information.

One positive offender at Caledonia P&P office

One positive offender at Sudbury P&P office

s.N/R

s.21(1)

s.21(2)(f)

s.21(3)(a)

Office of the
Assistant Deputy Minister

Bureau du sous-ministre adjoint

Community Services

25 Grosvenor Street, 17th Floor
Toronto ON M7A 1Y6
Telephone: (519) 675-4742
Fax: (519) 661-6182

Services communautaires

25 rue Grosvenor, 17^{ème} étage
Toronto ON M7A 1Y6
Téléphone: (519) 675-4742
Télécopieur (519) 661-6182

Mailing Address

150 Dufferin Avenue, Suite 704
London, ON N6A 5N6

Adresse postale

150 rue Dufferin Suite 704
London, ON N6A 5N6

May 28, 2020

MEMORANDUM TO: SOLGEN Community Services Staff

SUBJECT: Additional Direction on COVID-19 Testing

In support of the government's continued focus on reducing the spread of COVID-19, the Chief Medical Officer of Health and the Ministry of Health have provided additional direction on COVID-19 testing.

Effective immediately, testing is available for the following populations:

Symptomatic testing:

1. **All people with at least one symptom** of COVID-19, even for mild symptoms. Please see the "Guidance for All Populations" sections of the Testing Guidance Update for details about these symptoms.

Asymptomatic, risk-based testing:

2. **People who are concerned that they have been exposed to COVID-19.** This includes, but is not limited to, people who are contacts of or may have been exposed to a confirmed or suspected case.
3. **People who are at risk of exposure to COVID-19 through their employment,** including essential workers (e.g., health care workers, correctional workers, grocery store employees, food processing plants).

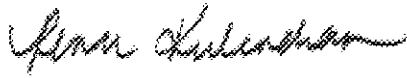
No Ontarian who is symptomatic or who is concerned they have been exposed to COVID-19 will be declined a test at an Assessment Centre (either through appointment or walk-in, per the processes of each individual Assessment Centre).

As the province continues to take an iterative approach to testing, expanded testing will provide valuable information about the spread of the virus in different communities across the province and help to protect vulnerable populations and all Ontarians.

Staff working in probation and parole offices who believe that they have been exposed, even if asymptomatic, are eligible for asymptomatic risk-based testing and should seek testing at their local testing centres. A list of testing centres can be found [here](#). Staff may attend during work hours if they choose to do so, and are encouraged to attend during their scheduled remote-work rotations whenever possible.

Ontario's approach to testing will continue to evolve, based on evidence from Ontario and other jurisdictions and the public health indicators that are being monitored closely. We remain committed to evaluating all measures to stop the spread of COVID-19 within our correctional system, protect all our workers and help keep our communities safe

Sincerely,

A handwritten signature in black ink, appearing to read "Renu Kulendran".

Renu Kulendran
ADM, Community Services