



## Message to Our Volunteers

On behalf of Community Care Durham, our staff and our clients, we wish to take this opportunity to thank all of our volunteers for your ongoing commitment and contributions to our services. You are truly a tremendous asset to our organization.

We recognize that many of our traditional and dedicated group of volunteers are stepping away mindful of their own safety, while new volunteers are coming forward to help out as community members and local businesses. It is amazing to see the community support!

In efforts to keep our clients safe at home during this crisis situation, we are focusing on our **Hot and Frozen Meals on Wheels** service as well as our *new* **Community Food Box program** as essential services. We would like to share with you some measures that we have taken in response to COVID-19.

During these challenging times we have taken steps to ensure our workforce of staff and volunteers are provided with the knowledge and awareness of safe workplace practices including meals delivery and transportation. Fact Sheets are available on our website to provide a one-stop source of information.

Our Emergency Response Team collaborates daily to problem solve on how we can best to support our workforce and clients. We inventory and monitor the use of Personal Protective Equipment and distribute to our staff and volunteers as available with daily reporting to the Province.

We continue to secure our worksites to reduce the risk of spreading the virus and we have redeployed many staff to support our core services and have made alternate work arrangement to assist them in managing child care issues.

While there are challenges, we also have success stories! Last week we delivered 50% more meals on wheels than we have averaged for the past four weeks. That is an incredible increase! We also launched our new Community Food Box program in all three Community Hubs with great results.

Last week CCD was asked to participate in a small provincial group to discuss how we can do more to help our community as the Government of Ontario and Canada have announced new funding to expand meals programs.

**We continue to focus on how we can best support our teams to meet our overall client care needs. We could not have done it alone!**