



## **Potential Place Clubhouse Revised Operating Plan in response to COVID-19**

As the situation and our response to the COVID-19 pandemic continues to evolve, we have had Board and ad hoc meetings as well as correspondence with Alberta Health Services. We are all paying attention to the latest developments and advice from the Ministry of Health, Alberta's Chief Medical Officer and Deputy Chief Medical Officer and other key stakeholders. We are also paying attention to announcements being made from all levels of government. As we know, this is a fluid situation and we will continue to update policies and programming as needed.

Potential Place will close the Clubhouse to members effective Tuesday, March 24, 2020 until June 1, 2020. A new work schedule will be provided to staff focussing on reach out, food hampers, education support, employment and member advocacy. All full-time staff will work on-site at Potential Place and will engage in these activities. Where housing supports for mechanical, plumbing, or electrical matters require urgent attention, staff and our contractors at the direction of our housing coordinators will attend to those matters. Staff will arrange to provide food hampers where required to members outside of the Clubhouse building and where possible we will try to effect deliveries of food hampers to our apartment buildings. We will ramp up our outreach and extended telephone calling, email, social media and video-conferencing support.

### **Work Ordered Day**

**Impact of closing - social isolation, mental health recovery, food security**

### **Café – Bistro Unit**

Potential Place Staff will continue to monitor and ensure bulk food items and supplies are ordered and available at Clubhouse for staff to distribute to members just outside the Clubhouse building. Members are urged to call the Clubhouse to make appointments for food hampers. Members will be outreached by Potential Place staff to ensure people are supported on an ongoing basis. We will endeavor to get food hampers to our buildings on a weekly basis.

The Health and Wellness Program will move to providing videoconferencing and/or phone support programming for members. We encourage members to stay active by going for walks (keeping two meters apart from all others) and by doing isometric and other exercises at home. Please keep up with nutrition and stay in touch with Clubhouse to reduce isolation under these difficult circumstances.

### **Community Connections (Clerical) Unit**

Clerical Unit staff will monitor all incoming calls, clubhouse emails and AHS reporting. Potential Place phone messages will be changed to reflect the change of our status. Staff will have the ability to retrieve messages when off site.



Community Connections staff will be available to produce flyers and pamphlets in order to share information in the community (advocacy, food pick-up times, locations, etc.)

### **YAOP (Young Adults of Potential Place)**

All Young adult staff links (Maria and Cal at the time of writing) will reach out to young adults regularly to help support and address any needs. To help reduce isolation, video-conferencing activities will be promoted.

### **Education**

Potential Place staff will continue to reach out and provide support to members who are currently in school and affected by closures due to Covid-19. Our in-house education programming, such as tutoring, assignment review and education grant applications will continue as virtual education programming. We will cancel our in-person member to member tutoring program. In its place, however, we will help facilitate video conferencing or telephone tutoring between members.

### **Virtual Support/Marketing & Communications**

To address social isolation and mental health recovery, Potential Place will be providing ongoing and regularly scheduled web-based and telephone support through various activities. This will give members the opportunity to connect with their community, check in with members and staff regularly, and take part in various groups that will benefit their overall physical and mental health. It will reduce isolation and bring a sense of community and positivity to members who are at home.

These activities will be scheduled once per day initially and increase to two times a day at the same time to provide structure. They will be advertised through Potential Place's website and social media with links for people to click to join video chats via their smartphones or computers. We will use a **zoom** link to conduct the virtual activities, people can also call in for these sessions. Telephone outreach will be provided to members who are not able to join via the internet.

In addition to seeking feedback from our community for programming ideas that they might find helpful, some current ideas include:

- Health and Wellness (Sit and be fit, nutrition lunch, H+W discussion, webinars & videos, etc.)
- Cooking (Buying groceries on a budget, how to make a basic meal exciting, etc.)
- Home Comfort (Decluttering, fun ideas to feel more comfortable and enjoyable at home during isolation, etc.)
- Education (Tech Talks, language groups, etc.)



- Social activities (Drama, art activities, music, etc.)
- Social media, website updates, and emailing members more often through Mail Chimp
- Work on daily/weekly/monthly newsletters in collaboration with members
- Collaborate on daily recipes and meal plan, posting cooking/baking/cleaning tips
- Use Facebook Live to broadcast preparing lunch/snacks together, or other hands on projects
- Create & moderate private colleague only Facebook group for members & staff to communicate with one another

Staff will take attendance and input information into file maker for all virtual activities and outreach. As we move forward, our programming will be adapted as needed and required.

**Meal Program** – will support food security, social isolation as people will see staff daily outside Clubhouse or at our buildings if wanted. This will allow us an opportunity to put eyes on our most vulnerable members with complex health issues. We have determined that several of our active members have high complex health issues and we want to keep them well throughout this difficult time.

The Food Program would provide a \$3 takeout/delivered meal, sandwiches for participants 5 days a week. This food would be prepared and cooked in Potential Places' café unit by clubhouse staff and delivered to tenants at our buildings and to other members who plan to pick up sandwiches at the Clubhouse. This is separate from our food hamper program. Members must call in by 11am each day if they wish to pick up a meal or if a tenant in one of our buildings wants a meal delivered. There set time for the meals to be picked up outside the Clubhouse each day is between 12 noon and 1pm. The time will be staggered to facilitate distancing two-metres) throughout the lunch hour.

Meal Program Implementation Plan:

1. The cost for all meals will continue to be \$3. This includes takeout containers and a valid meal card may be used.
2. Use of our Potential Place van to distribute meals as well as reimbursement of mileage-use Clubhouse staff's vehicles.
3. We will develop posters to advertise our Meal Program which could be distributed to members by email and other social media, and at our apartment buildings.
4. We will create a list of members who live within walking distance of the clubhouse and have the clubhouse staff do outreach calls to let these members know about the food program available for pick-up.
5. Develop the menu a week in advance to allow for time to bulk order supplies.



6. Share the menu by creating flyers to be handed out with the meals and to be posted on Potential Place's social media sites.

The staff working in the clubhouse will be divided into 2 teams. Each team would be involved in food production and distribution for half of the day while the other team was involved in member outreach and support activities. The two teams will periodically switch activities for the other half of the day.

Once the Meal Program is up and running, we will concurrently work with the Food Bank our \Grocery Partner to help people stock up on food and household supplies.

### **Employment**

Currently Potential Place staff are Transitional Employment (TE) managers for approximately 6 employment positions. Other employment partners have put these positions on hold. TE's still working will be supported by their placement manager or their back up. If the TE is suspended, placement managers will continue to stay in contact with employers to maintain relationships and coordinate return to work schedule. Placement managers need to be available for return to work adjustments (i.e. retraining, helping deal with changes etc.).

Staff are available to discuss employment and to provide advocacy with members who are in Supported Employment positions (SEs) or Independent Employment positions (IEs). Members are encouraged to contact their staff link on the list below.

**Staff Case Load Lists - Outreach, Co-ordinated Care Plans** - will support mental health recovery and social isolation

Staff will provide outreach to members who are on their contact list over the phone or email and by regularly scheduled videoconferencing. Staff will pay particular attention to our most vulnerable members including those who are living alone and will determine the frequency of outreach check-ins needed. Staff will provide resources and updates as information about any news surrounding Covid-19 as well as any updates about Potential Place and our programming occurs. During reach out and calls, staff will let members know about our virtual programming and provide information on how they can take part.

Co-ordinated care plans will continue as planned. Staff will connect with members and their supports via telephone and email to continue and adapt co-ordinated care plans as needed. New co-ordinated care plans will be started and completed digitally. Member consents and approval will be obtained from members in person as needed.



### **Intakes**

Intakes that have been booked will be completed by phone by Potential Place staff.

All new members will also be given Health and Wellness tips and other resources (i.e. health lines, phone lines, ideas to keep busy, exercise tips, etc.).

### **Tours**

Clerical staff will reach out to individuals that have already booked a tour and inform them of our change of status. Clerical staff will keep their information and reconnect with them when tours are available again. Prospective members will also be given Health and Wellness tips and other resources (i.e. health lines, Warm Line, ideas to keep busy, exercise tips, etc.).

### **Clubhouse Housing**

For safety reasons and distancing protocols related to Covid 19, in-home housing visits to members will be limited. The impact of not having home visits by staff will be addressed by ensuring all members in housing are outreached regularly. Support will be offered along with potential resources. We aim to have a meal delivery program available at both buildings. In addition, the staff will promote and try to engage members with virtual or telephone activities that will be available.

### **Clubhouse Homeless Housing Initiative**

Our Housing Coordinators will provide telephone support to the members who need housing assistance and advocacy.

### **Evening/Weekend**

As previously communicated Potential Place's Evening/Weekend social recreation programming is suspended until June 1, 2020. Social recreation activities will be addressed with members when staff call members for outreach as well as during virtual support topics held during the day.

### **Phone Lines**

During Potential Place's COVID-19 closure staff contact numbers are available for calling Monday-Friday from 8am to 4pm. The staff list is provided at the end of this document.

During COVID-19 and this period of reduced and virtual operations, please visit our website and follow us on our Facebook page and our Twitter account for updates to our operations and for important information provided to us by Provincial Health authorities.



**Double Recovery** – Members are encouraged to contact their addictions support sponsors or groups (AA, NA, GA, etc.) to determine the virtual resources available to them. Please contact your Potential Place staff-link if you require assistance with this.

**Potential Place Clubhouse - Building** 308 11<sup>th</sup> Avenue SW, Suite 210

The building will be open to staff 7 days a week and for normal operations under the current protocol from 8 am until 4 pm to prepare meals, provide take-out, delivery of meals, outrea.ch calls, virtual discussions/programs.

Any issues with the building will be monitored by Andrea Taylor and Frank Kelton.

We will document all steps and changes made to the program and track impact, challenges, success.

**Staff Contact List**

Name			Number			Name			Number		
Jordan F.	C.	1-609-665-7896	Vic	W.	403-930-4970	Jordan F.	W.	403-216-9445	Vic	C.	403-714-3084
Cal G.	C.	403-389-2332	Housing (Vic)	C.	403-540-3646	Cal G.	W.	403-216-9443	Villa K.	C.	403-554-3219
Andrea T.	C.	403-971-2870	Villa K.	W.	403-216-9254	Andrea T.	W.	403-216-9253	Housing (Villa)	C.	403-828-9507
Frank K.	C.	403-818-3188	Navi S.	H.	403-293-9041	Frank K.	W.	403-216-9249	Navi S.	W.	403-216-9442
Enitan I.	C.	587-500-2255	Maria T.	C.	403-354-5441	Enitan I.	W.	403-216-9252			