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From: Troy Cheseboro [REDACTED]

Sent: March 20, 2020 5:32 PM

To: Troy Cheseboro [REDACTED]

Subject: Friday update

Hello All

Thank you all for working through another challenging week. Luckily call volumes continue to remain down but I know that won't last forever. Many questions have been coming in response to the request from Jeff regarding what is going on in the COVID front. We will work through these and get answers our ASAP. As this situation is ever evolving information may change regularly so continue to watch. One significant change that happened today was the transition from the current level C tier response to a level A tier in Whitby and Pickering. I anticipate the other services switching as well and we will review regularly to determine if there is an impact to responses. A great message came out from your Peer Support team today and I encourage you to review that if you haven't had an opportunity to review. In light of the announcement regarding Hillsdale and COVID positive patients there, I would like to suggest to all that in the event you are responding to any LTC home you take the opportunity to wear a mask, gloves, and eye protection on all calls to LTC facilities. The gowns should only be required if you intend to perform an aerosolizing procedure however I am confident in staffs ability to decide the necessity of a gown. As we gather more information we will continue to share. Keep up the good work and stay safe.

Troy Cheseboro CMM III | Chief

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